

OneContact Reporting

Service Performance Report

Service: GrdRealVillaltalia, HotelRealPalacio, HotelRealOeiras, HotelRealParque, RealResidencia

			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		18	8	🔴	44.4%	2	🟡	11.1%	8	🔴	44.4%	00:00:15	00:00:10	00:07:41	00:02:12	00:00:22	00:00:09
GrdRealVillaltalia		2	1	🟡	50.0%	0	🟢	0.0%	1	🔴	50.0%	00:00:08	00:00:08	00:01:03	00:01:03	00:00:06	00:00:08
	12:00:00	2	1	🟡	50.0%	0	🟢	0.0%	1	🔴	50.0%	00:00:08	00:00:08	00:01:03	00:01:03	00:00:06	00:00:08
HotelRealOeiras		5	3	🟡	60.0%	1	🔴	20.0%	1	🔴	20.0%	00:00:15	00:00:11	00:02:02	00:01:22	00:00:30	00:00:09
	10:00:00	1	0	🔴	0.0%	0	🟢	0.0%	1	🔴	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	12:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:08	00:00:08	00:00:53	00:00:53	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	00:01:11	00:01:11	00:00:12	00:00:12
	15:00:00	1	0	🔴	0.0%	1	🔴	100.0%	0	🟢	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:56	00:00:00
	16:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:08	00:00:08	00:02:02	00:02:02	00:00:08	00:00:08
HotelRealPalacio		5	0	🔴	0.0%	0	🟢	0.0%	5	🔴	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:14	00:00:00
	09:00:00	4	0	🔴	0.0%	0	🟢	0.0%	4	🔴	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:17	00:00:00
	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	00:00:03	00:00:00
HotelRealParque		3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:12	00:00:09	00:07:41	00:03:47	00:00:09	00:00:09
	11:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:06	00:00:06	00:01:29	00:01:29	00:00:06	00:00:06
	12:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:08	00:00:08	00:07:41	00:07:41	00:00:08	00:00:08
	13:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:12	00:00:12	00:02:10	00:02:10	00:00:12	00:00:12
RealResidencia		3	1	🔴	33.3%	1	🔴	33.3%	1	🔴	33.3%	00:00:15	00:00:12	00:01:10	00:01:10	00:00:45	00:00:08
	16:00:00	3	1	🔴	33.3%	1	🔴	33.3%	1	🔴	33.3%	00:00:15	00:00:12	00:01:10	00:01:10	00:00:45	00:00:08
03-09-2018		74	61	🟡	82.4%	2	🟢	2.7%	11	🟡	14.9%	00:00:15	00:00:08	00:10:39	00:02:34	00:00:15	00:00:14
GrdRealVillaltalia		15	12	🟡	80.0%	0	🟢	0.0%	3	🔴	20.0%	00:00:10	00:00:06	00:05:07	00:03:09	00:00:17	00:00:18
	09:00:00	1	0	🔴	0.0%	0	🟢	0.0%	1	🔴	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	13:00:00	5	4	🟡	80.0%	0	🟢	0.0%	1	🔴	20.0%	00:00:10	00:00:05	00:05:07	00:03:50	00:00:36	00:00:40
	14:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:07	00:00:06	00:03:56	00:03:18	00:00:06	00:00:06
	15:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:07	00:00:04	00:04:08	00:03:10	00:00:05	00:00:05
	16:00:00	3	2	🟡	66.7%	0	🟢	0.0%	1	🔴	33.3%	00:00:09	00:00:07	00:03:20	00:01:58	00:00:09	00:00:08
	17:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:07	00:02:24	00:02:24	00:00:14	00:00:14
HotelRealOeiras		25	22	🟢	88.0%	2	🟢	8.0%	1	🟢	4.0%	00:00:15	00:00:08	00:06:34	00:02:30	00:00:15	00:00:15
	09:00:00	5	2	🔴	40.0%	2	🔴	40.0%	1	🔴	20.0%	00:00:09	00:00:08	00:01:42	00:01:26	00:00:13	00:00:08
	10:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:12	00:00:09	00:03:49	00:02:32	00:00:09	00:00:09
	11:00:00	3	3	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:09	00:00:07	00:06:34	00:05:27	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	00:05:13	00:05:13	00:00:09	00:00:09
	13:00:00	1	1	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:15	00:01:20	00:01:20	00:00:15	00:00:15
	14:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:07	00:00:41	00:00:40	00:00:10	00:00:10
	16:00:00	6	6	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:08	00:05:44	00:02:24	00:00:32	00:00:32
	17:00:00	4	4	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:10	00:00:08	00:02:14	00:01:25	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	00:02:48	00:02:48	00:00:05	00:00:05
HotelRealPalacio		17	16	🟢	94.1%	0	🟢	0.0%	1	🟢	5.9%	00:00:15	00:00:08	00:10:39	00:02:34	00:00:10	00:00:10
	09:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:07	00:01:18	00:00:48	00:00:11	00:00:11
	10:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:15	00:00:09	00:00:37	00:00:33	00:00:13	00:00:13
	11:00:00	2	2	🟢	100.0%	0	🟢	0.0%	0	🟢	0.0%	00:00:09	00:00:06	00:02:49	00:02:30	00:00:06	00:00:06
	13:00:00	3	2	🟡	66.7%	0	🟢	0.0%	1	🔴	33.3%	00:00:15	00:00:10	00:10:39	00:05:36	00:00:13	00:00:16

OneContact Reporting

Service Performance Report

	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:06:01	00:02:21	00:00:04	00:00:04
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:03	00:03:22	00:00:14	00:00:14
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:03:37	00:03:01	00:00:05	00:00:05
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:02:34	00:02:27	00:00:07	00:00:07
HotelRealParque		17	11	⚠	64.7%	0	✔	0.0%	6	✖	35.3%	00:00:15	00:00:10	00:06:48	00:02:06	00:00:17	00:00:17
	09:00:00	4	1	✖	25.0%	0	✔	0.0%	3	✖	75.0%	00:00:15	00:00:10	00:05:01	00:05:01	00:00:20	00:00:22
	10:00:00	5	2	✖	40.0%	0	✔	0.0%	3	✖	60.0%	00:00:09	00:00:07	00:00:56	00:00:52	00:00:14	00:00:07
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:24	00:02:24	00:00:09	00:00:09
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:06:48	00:03:12	00:00:26	00:00:26
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:32	00:00:32	00:00:45	00:00:45
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:01:23	00:01:03	00:00:04	00:00:04
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:45	00:01:45	00:00:06	00:00:06
04-09-2018		95	71	⚠	74.7%	3	✔	3.2%	21	✖	22.1%	00:00:15	00:00:08	00:11:08	00:02:58	00:00:12	00:00:12
GrdRealVillaltalia		24	20	⚠	83.3%	0	✔	0.0%	4	✖	16.7%	00:00:10	00:00:06	00:09:57	00:03:12	00:00:09	00:00:09
	09:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:07:50	00:02:47	00:00:09	00:00:09
	10:00:00	6	2	✖	33.3%	0	✔	0.0%	4	✖	66.7%	00:00:10	00:00:08	00:01:42	00:01:12	00:00:18	00:00:33
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:02:02	00:01:45	00:00:05	00:00:05
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:08:58	00:08:58	00:00:04	00:00:04
	14:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:05	00:05:39	00:03:07	00:00:05	00:00:05
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:41	00:01:12	00:00:06	00:00:06
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:09:57	00:09:57	00:00:07	00:00:07
	17:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:09	00:00:09	00:00:39	00:00:39	00:00:00	00:00:00
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:01	00:00:01	00:08:06	00:08:06	00:00:09	00:00:09
HotelRealOeiras		29	24	⚠	82.8%	1	✔	3.4%	4	⚠	13.8%	00:00:15	00:00:08	00:06:26	00:02:42	00:00:13	00:00:14
	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%	00:00:15	00:00:12	00:03:17	00:03:17	00:02:13	00:02:13
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:55	00:02:22	00:00:18	00:00:18
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:05:13	00:04:03	00:00:08	00:00:08
	13:00:00	4	1	✖	25.0%	0	✔	0.0%	3	✖	75.0%	00:00:07	00:00:07	00:00:48	00:00:48	00:00:06	00:00:07
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:06:26	00:06:26	00:00:22	00:00:22
	15:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:08	00:00:05	00:03:18	00:02:22	00:00:05	00:00:08
	16:00:00	6	5	⚠	83.3%	0	✔	0.0%	1	✖	16.7%	00:00:09	00:00:06	00:03:47	00:01:44	00:00:06	00:00:06
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:05:52	00:03:18	00:00:06	00:00:06
	18:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:03:41	00:02:30	00:00:07	00:00:07
HotelRealPalacio		21	10	✖	47.6%	1	✔	4.8%	10	✖	47.6%	00:00:13	00:00:08	00:09:36	00:04:22	00:00:12	00:00:08
	10:00:00	12	1	✖	8.3%	1	✔	8.3%	10	✖	83.3%	00:00:11	00:00:11	00:05:34	00:05:34	00:00:16	00:00:11
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:09:36	00:06:46	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:26	00:01:26	00:00:10	00:00:10
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:07:48	00:07:48	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:08:22	00:04:47	00:00:05	00:00:05
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:08	00:02:29	00:01:55	00:00:08	00:00:08
HotelRealParque		20	16	⚠	80.0%	1	✔	5.0%	3	✖	15.0%	00:00:15	00:00:10	00:11:08	00:02:16	00:00:15	00:00:15
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:11:08	00:11:08	00:00:10	00:00:10
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:08	00:02:11	00:00:16	00:00:16
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:57	00:01:15	00:00:18	00:00:18
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:04:17	00:04:17	00:00:07	00:00:07
	13:00:00	3	0	✖	0.0%	1	✖	33.3%	2	✖	66.7%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:18	00:00:00
	14:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:15	00:00:08	00:05:09	00:02:10	00:00:10	00:00:11

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	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:17	00:00:51	00:00:26	00:00:26
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:09	00:03:24	00:01:35	00:00:14	00:00:14
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:16	00:02:16	00:00:20	00:00:20
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:01:34	00:01:17	00:00:07	00:00:07
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:28	00:02:28	00:00:08	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:28	00:02:28	00:00:08	00:00:08
05-09-2018		88	70	⚠	79.5%	6	✔	6.8%	12	⚠	13.6%	00:00:15	00:00:08	00:08:26	00:01:49	00:00:14	00:00:13
GrdRealVillaltalia		27	16	⚠	59.3%	3	⚠	11.1%	8	✖	29.6%	00:00:10	00:00:07	00:05:18	00:01:45	00:00:20	00:00:21
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:47	00:01:10	00:00:07	00:00:07
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:17	00:01:27	00:00:48	00:00:48
	13:00:00	5	2	✖	40.0%	0	✔	0.0%	3	✖	60.0%	00:00:05	00:00:04	00:04:22	00:03:49	00:00:07	00:00:04
	14:00:00	7	2	✖	28.6%	3	✖	42.9%	2	✖	28.6%	00:00:10	00:00:07	00:01:06	00:00:35	00:00:29	00:00:28
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:00:48	00:00:48	00:00:03	00:00:03
	16:00:00	8	5	⚠	62.5%	0	✔	0.0%	3	✖	37.5%	00:00:10	00:00:07	00:05:18	00:02:02	00:00:11	00:00:11
HotelRealOeiras		35	31	✔	88.6%	2	✔	5.7%	2	✔	5.7%	00:00:15	00:00:08	00:08:26	00:01:48	00:00:11	00:00:12
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:00	00:01:00	00:00:10	00:00:10
	10:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:00	00:01:48	00:00:13	00:00:13
	11:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:52	00:02:04	00:00:14	00:00:13
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:00:44	00:00:44	00:00:11	00:00:11
	13:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:08	00:08:26	00:05:36	00:00:10	00:00:12
	14:00:00	5	4	⚠	80.0%	0	✔	0.0%	1	✖	20.0%	00:00:10	00:00:08	00:01:47	00:00:57	00:00:08	00:00:08
	15:00:00	8	7	✔	87.5%	1	⚠	12.5%	0	✔	0.0%	00:00:15	00:00:08	00:04:03	00:01:47	00:00:11	00:00:12
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:40	00:01:41	00:00:06	00:00:06
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:50	00:01:17	00:00:13	00:00:13
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:00:36	00:00:36	00:00:16	00:00:16
HotelRealPalacio		10	9	✔	90.0%	1	⚠	10.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:04	00:01:52	00:00:13	00:00:11
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:01	00:01:01	00:00:05	00:00:05
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:43	00:01:43	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:16	00:01:16	00:00:04	00:00:04
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:00:53	00:00:53	00:00:11	00:00:11
	15:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:12	00:04:04	00:02:48	00:00:16	00:00:10
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:02:02	00:01:44	00:00:09	00:00:09
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:55	00:02:55	00:00:34	00:00:34
HotelRealParque		15	14	✔	93.3%	0	✔	0.0%	1	✔	6.7%	00:00:15	00:00:08	00:05:51	00:01:54	00:00:10	00:00:11
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:16	00:02:16	00:00:06	00:00:06
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:01:30	00:01:30	00:00:04	00:00:04
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:24	00:01:49	00:00:14	00:00:14
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:56	00:01:56	00:00:21	00:00:21
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:05:51	00:03:12	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:01:49	00:01:20	00:00:04	00:00:04
	16:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:11	00:01:31	00:01:16	00:00:18	00:00:26
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:22	00:01:22	00:00:07	00:00:07
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:03:06	00:02:10	00:00:06	00:00:06
RealResidencia		1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
	14:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
06-09-2018		65	62	✔	95.4%	1	✔	1.5%	2	✔	3.1%	00:00:15	00:00:07	00:09:48	00:02:19	00:00:08	00:00:09
GrdRealVillaltalia		15	13	✔	86.7%	0	✔	0.0%	2	⚠	13.3%	00:00:10	00:00:06	00:09:48	00:03:44	00:00:07	00:00:07
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:04:13	00:04:13	00:00:05	00:00:05

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	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:01:27	00:01:27	00:00:13	00:00:13
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:05:02	00:05:02	00:00:04	00:00:04
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:09:48	00:07:16	00:00:07	00:00:07
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:03:39	00:02:30	00:00:05	00:00:05
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:09:38	00:02:55	00:00:05	00:00:05
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:01:35	00:01:35	00:00:04	00:00:04
	17:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:10	00:00:09	00:06:44	00:05:00	00:00:11	00:00:14
HotelRealOeiras		22	21	✔	95.5%	1	✔	4.5%	0	✔	0.0%	00:00:15	00:00:07	00:04:40	00:01:48	00:00:08	00:00:08
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:17	00:03:06	00:00:14	00:00:14
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:50	00:01:50	00:00:08	00:00:08
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:00:54	00:00:47	00:00:04	00:00:04
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:03:52	00:03:52	00:00:05	00:00:05
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:33	00:01:33	00:00:04	00:00:04
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:04:40	00:01:52	00:00:06	00:00:06
	16:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:15	00:00:06	00:03:09	00:01:37	00:00:09	00:00:10
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:07	00:03:32	00:01:29	00:00:07	00:00:07
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:05	00:01:29	00:00:13	00:00:13
HotelRealPalacio		7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:04:48	00:01:53	00:00:10	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:35	00:01:30	00:00:23	00:00:23
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:59	00:01:59	00:00:07	00:00:07
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:04:48	00:02:52	00:00:11	00:00:11
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:12	00:00:58	00:00:06	00:00:06
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:27	00:02:27	00:00:06	00:00:06
HotelRealParque		19	19	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:06	00:06:26	00:01:59	00:00:08	00:00:08
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:02:33	00:01:54	00:00:10	00:00:10
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:06	00:04:42	00:02:21	00:00:09	00:00:09
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:05	00:03:08	00:02:03	00:00:07	00:00:07
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:09	00:01:09	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:35	00:01:35	00:00:06	00:00:06
	15:00:00	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
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:02:16	00:01:33	00:00:05	00:00:05
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:06:26	00:02:13	00:00:06	00:00:06
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:08	00:02:25	00:00:24	00:00:24
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:04:08	00:04:08	00:00:04	00:00:04
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:00:42	00:00:42	00:00:44	00:00:44
07-09-2018		87	59	⚠	67.8%	8	✔	9.2%	20	✖	23.0%	00:00:15	00:00:08	00:15:49	00:02:53	00:00:20	00:00:14
GrdRealVillaltalia		27	14	⚠	51.9%	6	✖	22.2%	7	✖	25.9%	00:00:10	00:00:08	00:15:49	00:05:37	00:00:29	00:00:13
	10:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:10	00:00:10	00:00:00	00:00:00	00:01:30	00:00:00
	11:00:00	6	1	✖	16.7%	1	✖	16.7%	4	✖	66.7%	00:00:10	00:00:10	00:07:43	00:07:43	00:00:48	00:00:37
	12:00:00	7	4	⚠	57.1%	2	✖	28.6%	1	⚠	14.3%	00:00:10	00:00:05	00:14:36	00:04:03	00:00:10	00:00:13
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:01:39	00:00:56	00:00:18	00:00:18
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:15:03	00:09:50	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:15:49	00:14:06	00:00:06	00:00:06
	16:00:00	5	2	✖	40.0%	2	✖	40.0%	1	✖	20.0%	00:00:10	00:00:08	00:03:12	00:01:56	00:00:36	00:00:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:07	00:01:07	00:00:07	00:00:07
HotelRealOeiras		25	21	⚠	84.0%	0	✔	0.0%	4	✖	16.0%	00:00:15	00:00:08	00:11:55	00:02:24	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	00:03:42	00:02:02	00:00:13	00:00:13
	11:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:09	00:01:00	00:00:48	00:00:10	00:00:13

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Service Performance Report

	12:00:00	10	8	🟡	80.0%	0	✅	0.0%	2	❌	20.0%	00:00:15	00:00:07	00:04:33	00:02:19	00:00:13	00:00:14
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:01:35	00:01:35	00:00:18	00:00:18
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:01:04	00:01:04	00:00:48	00:00:48
	15:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:06	00:06:19	00:02:31	00:00:06	00:00:06
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:00:43	00:00:43	00:00:08	00:00:08
	17:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:08	00:11:55	00:06:20	00:00:08	00:00:08
	18:00:00	1	0	❌	0.0%	0	✅	0.0%	1	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10	00:00:00
HotelRealPalacio		16	13	🟡	81.3%	0	✅	0.0%	3	❌	18.8%	00:00:15	00:00:08	00:06:29	00:02:00	00:00:08	00:00:09
	09:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:08	00:03:57	00:03:24	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	00:06:29	00:06:29	00:00:07	00:00:07
	11:00:00	3	0	❌	0.0%	0	✅	0.0%	3	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:15	00:01:30	00:01:30	00:00:45	00:00:45
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:04	00:00:04	00:01:17	00:01:17	00:00:04	00:00:04
	15:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:05	00:03:11	00:01:56	00:00:05	00:00:05
	16:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:06	00:01:45	00:00:50	00:00:06	00:00:06
HotelRealParque		18	11	🟡	61.1%	2	🟡	11.1%	5	❌	27.8%	00:00:15	00:00:11	00:02:35	00:01:33	00:00:27	00:00:23
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:06	00:00:06	00:02:35	00:02:35	00:00:06	00:00:06
	10:00:00	3	2	🟡	66.7%	0	✅	0.0%	1	❌	33.3%	00:00:05	00:00:04	00:01:38	00:01:36	00:00:05	00:00:04
	11:00:00	1	0	❌	0.0%	0	✅	0.0%	1	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	14:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:09	00:02:27	00:01:34	00:00:09	00:00:09
	15:00:00	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
	16:00:00	4	3	🟡	75.0%	0	✅	0.0%	1	❌	25.0%	00:00:15	00:00:10	00:01:59	00:01:26	00:00:30	00:00:31
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:01:50	00:01:50	00:00:40	00:00:40
	18:00:00	5	2	❌	40.0%	1	❌	20.0%	2	❌	40.0%	00:00:15	00:00:12	00:01:32	00:01:00	00:00:43	00:00:44
	19:00:00	1	0	❌	0.0%	1	❌	100.0%	0	✅	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:59	00:00:00
RealResidencia		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
	11:00:00	1	0	❌	0.0%	0	✅	0.0%	1	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
08-09-2018		19	12	🟡	63.2%	2	🟡	10.5%	5	❌	26.3%	00:00:15	00:00:06	00:08:38	00:03:28	00:00:19	00:00:12
GrdRealVillaltalia		5	2	❌	40.0%	0	✅	0.0%	3	❌	60.0%	00:00:05	00:00:05	00:04:39	00:02:24	00:00:05	00:00:05
	09:00:00	2	1	🟡	50.0%	0	✅	0.0%	1	❌	50.0%	00:00:05	00:00:05	00:04:39	00:04:39	00:00:06	00:00:05
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:05	00:00:05	00:00:09	00:00:09	00:00:05	00:00:05
	13:00:00	2	0	❌	0.0%	0	✅	0.0%	2	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
HotelRealOeiras		8	4	🟡	50.0%	2	❌	25.0%	2	❌	25.0%	00:00:15	00:00:08	00:08:38	00:04:34	00:00:39	00:00:26
	10:00:00	4	2	🟡	50.0%	1	❌	25.0%	1	❌	25.0%	00:00:15	00:00:08	00:04:54	00:03:14	00:01:06	00:00:48
	13:00:00	2	0	❌	0.0%	1	❌	50.0%	1	❌	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:19	00:00:00
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:06	00:00:06	00:08:38	00:08:38	00:00:06	00:00:06
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:04	00:00:04	00:03:11	00:03:11	00:00:04	00:00:04
HotelRealPalacio		1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:03	00:00:03	00:02:45	00:02:45	00:00:03	00:00:03
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:03	00:00:03	00:02:45	00:02:45	00:00:03	00:00:03
HotelRealParque		5	5	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:05	00:06:13	00:03:08	00:00:05	00:00:05
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:04	00:00:04	00:06:13	00:06:13	00:00:04	00:00:04
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:04	00:00:04	00:01:50	00:01:50	00:00:04	00:00:04
	15:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:05	00:04:47	00:02:32	00:00:05	00:00:05
10-09-2018		83	76	✅	91.6%	3	✅	3.6%	4	✅	4.8%	00:00:15	00:00:08	00:16:06	00:02:28	00:00:16	00:00:14
GrdRealVillaltalia		16	15	✅	93.8%	1	✅	6.3%	0	✅	0.0%	00:00:10	00:00:07	00:16:06	00:04:29	00:00:10	00:00:11
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:09	00:06:39	00:06:39	00:00:09	00:00:09
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:16:06	00:16:06	00:00:17	00:00:17
	13:00:00	5	5	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:10:10	00:03:12	00:00:15	00:00:15

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Service Performance Report

	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:10:21	00:06:20	00:00:12	00:00:12
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:05	00:05:20	00:04:22	00:00:06	00:00:06
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:01:06	00:00:56	00:00:06	00:00:06
	17:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:00	00:00:00	00:00:06	00:00:00
HotelRealOeiras		37	35	✔	94.6%	1	✔	2.7%	1	✔	2.7%	00:00:15	00:00:09	00:07:50	00:02:11	00:00:20	00:00:18
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:02:02	00:01:50	00:00:06	00:00:06
	10:00:00	6	5	⚠	83.3%	0	✔	0.0%	1	✖	16.7%	00:00:15	00:00:08	00:06:01	00:02:13	00:00:39	00:00:46
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:04:11	00:02:07	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:34	00:00:34	00:00:06	00:00:06
	14:00:00	8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:50	00:03:04	00:00:11	00:00:11
	15:00:00	8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:35	00:01:34	00:00:12	00:00:12
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:42	00:01:40	00:00:11	00:00:11
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:16	00:03:16	00:00:07	00:00:07
	18:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:12	00:03:32	00:02:52	00:01:15	00:00:58
HotelRealPalacio		7	5	⚠	71.4%	0	✔	0.0%	2	✖	28.6%	00:00:11	00:00:07	00:02:46	00:01:50	00:00:09	00:00:07
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:52	00:01:52	00:00:11	00:00:11
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:46	00:02:46	00:00:04	00:00:04
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:51	00:00:51	00:00:08	00:00:08
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:02:23	00:01:50	00:00:06	00:00:06
	18:00:00	2	0	✖	0.0%	0	✔	0.0%	2	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:14	00:00:00
HotelRealParque		23	21	✔	91.3%	1	✔	4.3%	1	✔	4.3%	00:00:15	00:00:09	00:05:42	00:01:40	00:00:17	00:00:11
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:02:46	00:01:50	00:00:07	00:00:07
	10:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✖	33.3%	00:00:15	00:00:11	00:01:24	00:01:24	00:00:55	00:00:08
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:05:42	00:02:23	00:00:07	00:00:07
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:21	00:02:21	00:00:04	00:00:04
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:18	00:01:18	00:00:12	00:00:12
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:30	00:01:20	00:00:07	00:00:07
	15:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:02	00:01:29	00:00:11	00:00:11
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:31	00:01:31	00:00:20	00:00:20
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:05	00:01:17	00:00:21	00:00:21
11-09-2018		65	59	✔	90.8%	2	✔	3.1%	4	✔	6.2%	00:00:15	00:00:08	00:06:49	00:01:57	00:00:15	00:00:11
GrdRealVillaltalia		7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:03:39	00:01:37	00:00:09	00:00:09
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:39	00:01:35	00:00:08	00:00:08
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:02:51	00:01:52	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	00:00:57	00:00:57	00:00:08	00:00:08
HotelRealOeiras		29	26	✔	89.7%	2	✔	6.9%	1	✔	3.4%	00:00:15	00:00:09	00:06:49	00:01:55	00:00:17	00:00:12
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:03:44	00:03:44	00:00:15	00:00:15
	10:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:01:55	00:01:00	00:00:09	00:00:09
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:06:16	00:03:00	00:00:07	00:00:07
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:17	00:01:34	00:00:13	00:00:13
	13:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:10	00:01:00	00:00:55	00:00:43	00:00:13
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:02:36	00:02:16	00:00:11	00:00:11
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:28	00:02:08	00:00:17	00:00:17
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:04	00:01:04	00:00:05	00:00:05
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:49	00:02:18	00:00:13	00:00:13
	18:00:00	3	1	✖	33.3%	1	✖	33.3%	1	✖	33.3%	00:00:15	00:00:14	00:02:25	00:02:25	00:00:37	00:00:28
HotelRealPalacio		12	9	⚠	75.0%	0	✔	0.0%	3	✖	25.0%	00:00:15	00:00:08	00:05:29	00:02:48	00:00:21	00:00:17
	10:00:00	4	1	✖	25.0%	0	✔	0.0%	3	✖	75.0%	00:00:04	00:00:03	00:03:32	00:02:05	00:00:26	00:00:05

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	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:04:47	00:03:24	00:00:07	00:00:07
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:21	00:02:38	00:00:20	00:00:20
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:06	00:01:34	00:01:34	00:00:24	00:00:24
	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
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:07	00:02:07	00:00:24	00:00:24
HotelRealParque		15	15	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:03:32	00:01:33	00:00:08	00:00:08
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:03:32	00:02:09	00:00:05	00:00:05
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:38	00:01:38	00:00:08	00:00:08
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:03:04	00:01:37	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:00:47	00:00:47	00:00:03	00:00:03
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:50	00:01:06	00:00:13	00:00:13
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:40	00:01:40	00:00:05	00:00:05
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:02:08	00:01:33	00:00:06	00:00:06
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:59	00:01:59	00:00:07	00:00:07
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:41	00:02:20	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	00:00:58	00:00:58	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:41	00:03:41	00:00:21	00:00:21
12-09-2018		73	72	✔	98.6%	0	✔	0.0%	1	✔	1.4%	00:00:15	00:00:08	00:33:06	00:02:53	00:00:10	00:00:10
GrdRealVillaltalia		16	16	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:10:57	00:03:08	00:00:11	00:00:11
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:05	00:02:05	00:00:07	00:00:07
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:06:17	00:06:17	00:00:03	00:00:03
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:10:57	00:10:57	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:03	00:01:53	00:01:24	00:00:04	00:00:04
	14:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:09:33	00:03:25	00:00:09	00:00:09
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:04:48	00:02:22	00:00:11	00:00:11
	16:00:00	0	0		#DIV/0!	0		#DIV/0!	0		#DIV/0!	00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:03:13	00:02:04	00:00:32	00:00:32
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:24	00:00:24	00:00:06	00:00:06
HotelRealOeiras		22	21	✔	95.5%	0	✔	0.0%	1	✔	4.5%	00:00:15	00:00:08	00:08:11	00:02:20	00:00:10	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:36	00:02:36	00:00:05	00:00:05
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:01:49	00:01:24	00:00:05	00:00:05
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:53	00:01:30	00:00:15	00:00:15
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:48	00:02:53	00:00:15	00:00:15
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:06:38	00:03:37	00:00:06	00:00:06
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:08:11	00:03:16	00:00:06	00:00:06
	16:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:03:45	00:01:25	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	00:03:45	00:03:45	00:00:26	00:00:26
	18:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:08	00:00:08	00:00:32	00:00:32	00:00:10	00:00:08
HotelRealPalacio		14	14	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:50	00:02:03	00:00:11	00:00:11
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:01:14	00:01:02	00:00:04	00:00:04
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:40	00:02:40	00:00:19	00:00:19
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:47	00:03:37	00:00:12	00:00:12
	15:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:02:16	00:01:13	00:00:11	00:00:11
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:50	00:03:17	00:00:13	00:00:13
HotelRealParque		21	21	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:33:06	00:03:50	00:00:10	00:00:10
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:33:06	00:12:44	00:00:11	00:00:11
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:02:38	00:02:28	00:00:06	00:00:06
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:45	00:01:06	00:00:14	00:00:14

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	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:08	00:01:08	00:00:24	00:00:24
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:10:10	00:03:53	00:00:08	00:00:08
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:00:58	00:00:50	00:00:12	00:00:12
	17:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:07	00:08:56	00:02:42	00:00:07	00:00:07
13-09-2018		80	69	✔	86.3%	3	✔	3.8%	8	⚠	10.0%	00:00:15	00:00:08	00:13:38	00:02:20	00:00:16	00:00:12
GrdRealVillaltalia		8	7	✔	87.5%	0	✔	0.0%	1	⚠	12.5%	00:00:10	00:00:09	00:13:38	00:03:34	00:00:22	00:00:23
	09:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:41	00:01:41	00:00:48	00:00:48
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:03:19	00:03:19	00:00:07	00:00:07
	15:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:10	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:38	00:02:06	00:00:27	00:00:27
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:13:38	00:05:43	00:00:13	00:00:13
HotelRealOeiras		28	23	⚠	82.1%	2	✔	7.1%	3	⚠	10.7%	00:00:15	00:00:09	00:05:12	00:01:20	00:00:22	00:00:12
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:02:08	00:01:12	00:00:06	00:00:06
	10:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:07	00:02:17	00:01:45	00:00:09	00:00:11
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:01:36	00:00:56	00:00:06	00:00:06
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:35	00:01:07	00:00:13	00:00:13
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:01:00	00:00:50	00:00:07	00:00:07
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:01:35	00:01:35	00:01:22	00:01:22
	16:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:12	00:02:19	00:00:13	00:00:13
	17:00:00	5	2	✖	40.0%	1	✖	20.0%	2	✖	40.0%	00:00:15	00:00:09	00:00:50	00:00:45	00:00:35	00:00:06
	18:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:08	00:00:11	00:00:11	00:01:31	00:00:02
HotelRealPalacio		17	14	⚠	82.4%	0	✔	0.0%	3	✖	17.6%	00:00:15	00:00:08	00:07:10	00:02:42	00:00:10	00:00:09
	09:00:00	5	2	✖	40.0%	0	✔	0.0%	3	✖	60.0%	00:00:06	00:00:04	00:02:18	00:01:42	00:00:11	00:00:04
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:03:21	00:03:21	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	00:07:05	00:04:23	00:00:10	00:00:10
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:04:01	00:02:22	00:00:06	00:00:06
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:00:26	00:00:26	00:00:22	00:00:22
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:01:36	00:01:19	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	00:01:12	00:01:12	00:00:04	00:00:04
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:07:10	00:07:10	00:00:09	00:00:09
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:04:58	00:03:04	00:00:10	00:00:10
HotelRealParque		27	25	✔	92.6%	1	✔	3.7%	1	✔	3.7%	00:00:15	00:00:08	00:10:22	00:02:40	00:00:12	00:00:09
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:01:37	00:01:08	00:00:08	00:00:08
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:08:32	00:02:59	00:00:13	00:00:13
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:04:27	00:03:54	00:00:06	00:00:06
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:10:22	00:07:26	00:00:09	00:00:09
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:04:35	00:02:11	00:00:05	00:00:05
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:26	00:02:04	00:00:10	00:00:10
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:04	00:01:02	00:00:06	00:00:06
	17:00:00	5	3	⚠	60.0%	1	✖	20.0%	1	✖	20.0%	00:00:15	00:00:08	00:01:13	00:00:59	00:00:19	00:00:05
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:29	00:01:20	00:00:22	00:00:22
14-09-2018		96	81	⚠	84.4%	8	✔	8.3%	7	✔	7.3%	00:00:15	00:00:08	00:09:37	00:02:25	00:00:15	00:00:10
GrdRealVillaltalia		24	15	⚠	62.5%	6	✖	25.0%	3	⚠	12.5%	00:00:10	00:00:06	00:09:28	00:04:13	00:00:06	00:00:06
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:07	00:00:06	00:09:01	00:05:50	00:00:07	00:00:06
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:02:45	00:01:38	00:00:05	00:00:05
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:09:06	00:05:35	00:00:06	00:00:06
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:09:18	00:05:02	00:00:10	00:00:10

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	13:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:05	00:00:05	00:05:43	00:05:43	00:00:05	00:00:05
	14:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:06	00:00:05	00:09:28	00:05:22	00:00:05	00:00:05
	16:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:07	00:00:07	00:02:50	00:02:50	00:00:07	00:00:07
	17:00:00	9	1	✖ 11.1%	6	✖ 66.7%	2	✖ 22.2%	00:00:06	00:00:06	00:00:45	00:00:45	00:00:06	00:00:07
HotelRealOeiras		29	27	✔ 93.1%	0	✔ 0.0%	2	✔ 6.9%	00:00:15	00:00:08	00:09:37	00:02:12	00:00:09	00:00:10
	09:00:00	4	2	⚠ 50.0%	0	✔ 0.0%	2	✖ 50.0%	00:00:09	00:00:07	00:05:08	00:03:15	00:00:06	00:00:07
	10:00:00	4	4	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:06	00:04:46	00:02:32	00:00:06	00:00:06
	11:00:00	4	4	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:08	00:03:44	00:01:32	00:00:08	00:00:08
	12:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:03	00:00:03	00:01:43	00:01:43	00:00:03	00:00:03
	13:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:07	00:00:05	00:01:58	00:01:31	00:00:05	00:00:05
	14:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:01:29	00:00:57	00:00:11	00:00:11
	15:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:08	00:03:58	00:02:55	00:00:13	00:00:13
	16:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:09:37	00:03:50	00:00:13	00:00:13
	17:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:14	00:01:54	00:01:54	00:00:29	00:00:29
	18:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:09	00:03:25	00:01:51	00:00:12	00:00:12
HotelRealPalacio		15	13	✔ 86.7%	1	✔ 6.7%	1	✔ 6.7%	00:00:15	00:00:08	00:04:29	00:01:35	00:00:35	00:00:17
	09:00:00	1	0	✖ 0.0%	0	✔ 0.0%	1	✖ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	11:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:06	00:02:29	00:01:30	00:00:07	00:00:07
	12:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:06	00:02:51	00:02:51	00:00:55	00:00:55
	13:00:00	1	0	✖ 0.0%	1	✖ 100.0%	0	✔ 0.0%	00:00:15	00:00:08	00:00:00	00:00:00	00:04:59	00:00:00
	14:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:04:29	00:01:50	00:00:20	00:00:20
	15:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:07	00:00:06	00:02:29	00:01:34	00:00:06	00:00:06
	16:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:11	00:01:04	00:00:42	00:00:22	00:00:22
	17:00:00	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	00:00:04	00:00:04	00:00:41	00:00:41	00:00:00	00:00:00
	18:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:05	00:00:05	00:03:28	00:03:28	00:00:04	00:00:04
HotelRealParque		25	23	✔ 92.0%	1	✔ 4.0%	1	✔ 4.0%	00:00:15	00:00:09	00:06:40	00:02:06	00:00:18	00:00:10
	09:00:00	1	0	✖ 0.0%	0	✔ 0.0%	1	✖ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:21	00:00:00
	10:00:00	5	5	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:08	00:04:40	00:02:43	00:00:09	00:00:09
	11:00:00	5	5	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:09	00:02:57	00:01:27	00:00:11	00:00:11
	12:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:08	00:02:28	00:01:24	00:00:08	00:00:08
	14:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:08	00:06:40	00:03:34	00:00:13	00:00:13
	15:00:00	4	4	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:14	00:00:08	00:03:02	00:02:05	00:00:08	00:00:08
	16:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:11	00:00:10	00:02:22	00:02:20	00:00:10	00:00:10
	17:00:00	3	2	⚠ 66.7%	1	✖ 33.3%	0	✔ 0.0%	00:00:15	00:00:12	00:02:03	00:01:32	00:01:19	00:00:14
RealResidencia		3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:09	00:04:00	00:01:43	00:00:09	00:00:09
	10:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:08	00:00:47	00:00:47	00:00:08	00:00:08
	16:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:09	00:04:00	00:02:11	00:00:09	00:00:09
15-09-2018		18	4	✖ 22.2%	6	✖ 33.3%	8	✖ 44.4%	00:00:15	00:00:08	00:04:17	00:02:44	00:00:19	00:00:14
GrdRealVillaltalia		4	1	✖ 25.0%	0	✔ 0.0%	3	✖ 75.0%	00:00:06	00:00:06	00:02:00	00:02:00	00:00:08	00:00:06
	09:00:00	1	0	✖ 0.0%	0	✔ 0.0%	1	✖ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
	10:00:00	1	0	✖ 0.0%	0	✔ 0.0%	1	✖ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
	12:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:06	00:00:06	00:02:00	00:02:00	00:00:06	00:00:06
	13:00:00	1	0	✖ 0.0%	0	✔ 0.0%	1	✖ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	00:00:00
HotelRealOeiras		3	2	⚠ 66.7%	0	✔ 0.0%	1	✖ 33.3%	00:00:15	00:00:10	00:04:17	00:03:58	00:00:15	00:00:20
	11:00:00	1	0	✖ 0.0%	0	✔ 0.0%	1	✖ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00
	12:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:09	00:04:17	00:04:17	00:00:09	00:00:09
	16:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:03:38	00:03:38	00:00:30	00:00:30
HotelRealPalacio		6	1	✖ 16.7%	3	✖ 50.0%	2	✖ 33.3%	00:00:10	00:00:06	00:01:03	00:01:03	00:00:11	00:00:10

OneContact Reporting

Service Performance Report

	10:00:00	3	0	✖	0.0%	1	✖	33.3%	2	✖	66.7%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	00:00:00
	11:00:00	2	0	✖	0.0%	2	✖	100.0%	0	✔	0.0%	00:00:07	00:00:04	00:00:00	00:00:00	00:00:12	00:00:00
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:03	00:01:03	00:00:10	00:00:10
HotelRealParque		2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
	11:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00
RealResidencia		3	0	✖	0.0%	2	✖	66.7%	1	✖	33.3%	00:00:15	00:00:08	00:00:00	00:00:00	00:01:02	00:00:00
	09:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:02:01	00:00:00
	13:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:32	00:00:00
17-09-2018		97	95	✔	97.9%	1	✔	1.0%	1	✔	1.0%	00:00:15	00:00:08	00:14:09	00:02:16	00:00:10	00:00:09
GrdRealVillaltalia		9	9	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:14:09	00:04:14	00:00:14	00:00:14
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:48	00:03:48	00:00:08	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:08:56	00:08:56	00:00:04	00:00:04
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:07	00:01:53	00:01:18	00:00:20	00:00:20
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:31	00:01:06	00:00:16	00:00:16
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:53	00:05:53	00:00:16	00:00:16
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:14:09	00:14:09	00:00:16	00:00:16
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:29	00:00:29	00:00:07	00:00:07
HotelRealOeiras		38	36	✔	94.7%	1	✔	2.6%	1	✔	2.6%	00:00:15	00:00:08	00:09:31	00:01:37	00:00:12	00:00:09
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:09	00:00:08	00:01:25	00:01:22	00:00:07	00:00:08
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:33	00:01:07	00:00:08	00:00:08
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:09:31	00:04:18	00:00:06	00:00:06
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:01:23	00:01:06	00:00:04	00:00:04
	13:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:09	00:01:17	00:00:59	00:00:09	00:00:09
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:06	00:01:52	00:01:09	00:00:06	00:00:06
	15:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:00:59	00:00:38	00:00:08	00:00:08
	16:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:04	00:01:57	00:00:12	00:00:12
	17:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:04:11	00:01:38	00:00:09	00:00:09
	18:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:12	00:00:00	00:00:00	00:01:18	00:00:22
HotelRealPalacio		21	21	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:09:02	00:02:27	00:00:08	00:00:08
	09:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:09:02	00:03:01	00:00:08	00:00:08
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:05:01	00:05:01	00:00:19	00:00:19
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:08	00:05:18	00:03:36	00:00:08	00:00:08
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:59	00:00:59	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:02	00:00:54	00:00:45	00:00:03	00:00:03
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:03:29	00:03:02	00:00:10	00:00:10
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:21	00:01:46	00:00:11	00:00:11
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:01:54	00:01:15	00:00:06	00:00:06
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:18	00:01:18	00:00:04	00:00:04
HotelRealParque		27	27	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:08:12	00:02:02	00:00:09	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:59	00:00:59	00:00:08	00:00:08
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:00:46	00:00:41	00:00:06	00:00:06
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:02:10	00:01:16	00:00:10	00:00:10
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:38	00:03:02	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	00:08:12	00:08:12	00:00:24	00:00:24
	14:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:04:45	00:02:16	00:00:06	00:00:06
	15:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:53	00:02:37	00:00:10	00:00:10
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:35	00:00:35	00:00:08	00:00:08
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:00:46	00:00:44	00:00:13	00:00:13

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Service Performance Report

RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:08:20	00:06:08	00:00:06	00:00:06
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:08:20	00:06:08	00:00:06	00:00:06
18-09-2018		92	91	✔	98.9%	1	✔	1.1%	0	✔	0.0%	00:00:15	00:00:07	00:13:48	00:02:40	00:00:10	00:00:10
GrdRealVillaltalia		34	33	✔	97.1%	1	✔	2.9%	0	✔	0.0%	00:00:10	00:00:07	00:13:48	00:03:28	00:00:10	00:00:09
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:54	00:04:24	00:00:20	00:00:20
	11:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:13:07	00:03:36	00:00:08	00:00:08
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:03	00:01:03	00:00:07	00:00:07
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:04:55	00:04:48	00:00:10	00:00:10
	14:00:00	8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:13:48	00:03:15	00:00:06	00:00:06
	15:00:00	6	5	⚠	83.3%	1	✖	16.7%	0	✔	0.0%	00:00:10	00:00:07	00:05:22	00:02:21	00:00:11	00:00:10
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:07:35	00:05:52	00:00:10	00:00:10
	17:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:12:37	00:03:26	00:00:10	00:00:10
HotelRealOeiras		31	31	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:12:43	00:02:34	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	00:02:03	00:02:03	00:00:09	00:00:09
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:02:02	00:01:18	00:00:06	00:00:06
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:06	00:07:00	00:02:32	00:00:07	00:00:07
	12:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:02:00	00:01:24	00:00:12	00:00:12
	14:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:07:29	00:04:18	00:00:09	00:00:09
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:12:43	00:07:20	00:00:12	00:00:12
	16:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:04	00:01:11	00:00:20	00:00:20
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:04:13	00:02:30	00:00:06	00:00:06
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:11	00:01:02	00:00:54	00:00:18	00:00:18
HotelRealPalacio		6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:04:58	00:01:56	00:00:06	00:00:06
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:51	00:00:51	00:00:06	00:00:06
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:22	00:00:22	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:34	00:00:34	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:04:58	00:04:14	00:00:05	00:00:05
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:17	00:01:17	00:00:06	00:00:06
HotelRealParque		21	21	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:06:32	00:01:44	00:00:09	00:00:09
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:32	00:03:26	00:00:14	00:00:14
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:02:00	00:01:15	00:00:05	00:00:05
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:01	00:01:01	00:00:05	00:00:05
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:03:36	00:02:38	00:00:05	00:00:05
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:11	00:02:11	00:00:04	00:00:04
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:40	00:02:21	00:00:12	00:00:12
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:15	00:00:47	00:00:13	00:00:13
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:00:47	00:00:33	00:00:06	00:00:06
19-09-2018		96	87	✔	90.6%	6	✔	6.3%	3	✔	3.1%	00:00:15	00:00:08	00:14:54	00:02:18	00:00:14	00:00:10
GrdRealVillaltalia		17	17	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:06:54	00:02:00	00:00:08	00:00:08
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:20	00:02:19	00:00:16	00:00:16
	10:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:06:54	00:02:35	00:00:08	00:00:08
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:05	00:02:16	00:01:14	00:00:06	00:00:06
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:03:37	00:03:37	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:03:53	00:02:26	00:00:05	00:00:05
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:01:49	00:01:02	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	00:01:09	00:01:09	00:00:10	00:00:10
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:11	00:01:11	00:00:05	00:00:05
HotelRealOeiras		32	29	✔	90.6%	3	✔	9.4%	0	✔	0.0%	00:00:15	00:00:08	00:05:32	00:01:58	00:00:12	00:00:11

OneContact Reporting

Service Performance Report

	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:00:46	00:00:42	00:00:08	00:00:08
	10:00:00	6	4	⚠	66.7%	2	✖	33.3%	0	✔	0.0%	00:00:10	00:00:07	00:04:10	00:01:49	00:00:14	00:00:07
	11:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:32	00:02:35	00:00:13	00:00:13
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:43	00:00:43	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:03:19	00:03:19	00:00:09	00:00:09
	14:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:04:37	00:01:59	00:00:08	00:00:08
	15:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:11	00:01:59	00:00:16	00:00:21
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:02:00	00:01:47	00:00:15	00:00:15
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:56	00:00:56	00:00:06	00:00:06
HotelRealPalacio		19	19	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:16	00:02:06	00:00:12	00:00:12
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:49	00:01:26	00:00:13	00:00:13
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:01:15	00:01:07	00:00:06	00:00:06
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:13	00:01:42	00:00:14	00:00:14
	13:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:07	00:02:07	00:00:12	00:00:12
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:06:16	00:02:59	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	00:05:15	00:02:11	00:00:11	00:00:11
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:45	00:03:45	00:00:22	00:00:22
HotelRealParque		25	19	⚠	76.0%	3	⚠	12.0%	3	⚠	12.0%	00:00:15	00:00:09	00:14:54	00:02:59	00:00:24	00:00:10
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:15	00:00:11	00:04:08	00:02:50	00:00:19	00:00:24
	10:00:00	6	2	✖	33.3%	2	✖	33.3%	2	✖	33.3%	00:00:15	00:00:14	00:05:19	00:03:18	00:00:52	00:00:12
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:38	00:01:38	00:00:04	00:00:04
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:00:45	00:00:44	00:00:12	00:00:12
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:03:20	00:02:24	00:00:07	00:00:07
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:02:36	00:02:36	00:00:11	00:00:11
	15:00:00	7	6	✔	85.7%	1	⚠	14.3%	0	✔	0.0%	00:00:15	00:00:08	00:05:45	00:02:18	00:00:23	00:00:07
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:14:54	00:08:36	00:00:13	00:00:13
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:48	00:02:48	00:00:05	00:00:05
RealResidencia		3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:09:01	00:04:12	00:00:07	00:00:07
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:09:01	00:09:01	00:00:04	00:00:04
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:37	00:02:37	00:00:10	00:00:10
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:59	00:00:59	00:00:07	00:00:07
20-09-2018		68	66	✔	97.1%	0	✔	0.0%	2	✔	2.9%	00:00:16	00:00:07	00:18:53	00:02:58	00:00:10	00:00:10
GrdRealVillaltalia		21	21	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:18:53	00:04:34	00:00:09	00:00:09
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:04:41	00:02:46	00:00:14	00:00:14
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:02:54	00:02:54	00:00:16	00:00:16
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:12:22	00:12:22	00:00:07	00:00:07
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:05:55	00:02:57	00:00:10	00:00:10
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:04	00:07:32	00:02:48	00:00:06	00:00:06
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:03:27	00:02:02	00:00:12	00:00:12
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:03:12	00:02:18	00:00:06	00:00:06
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:06:32	00:03:46	00:00:10	00:00:10
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:06:52	00:04:43	00:00:05	00:00:05
	18:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:18:53	00:09:38	00:00:06	00:00:06
HotelRealOeiras		25	24	✔	96.0%	0	✔	0.0%	1	✔	4.0%	00:00:16	00:00:07	00:07:36	00:02:08	00:00:09	00:00:09
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:06:07	00:02:47	00:00:04	00:00:04
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:45	00:02:12	00:00:14	00:00:14
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:03:28	00:01:52	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:48	00:00:48	00:00:07	00:00:07

OneContact Reporting

Service Performance Report

	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:03:19	00:02:03	00:00:04	00:00:04
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:10	00:01:10	00:00:10	00:00:10
	16:00:00	6	5	⚠	83.3%	0	✔	0.0%	1	✖	16.7%	00:00:16	00:00:09	00:07:36	00:02:14	00:00:13	00:00:13
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:06	00:06:41	00:03:20	00:00:12	00:00:12
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:00:52	00:00:46	00:00:04	00:00:04
HotelRealPalacio		6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:08:19	00:03:15	00:00:08	00:00:08
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:47	00:02:47	00:00:21	00:00:21
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:24	00:01:24	00:00:05	00:00:05
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:08:19	00:08:19	00:00:08	00:00:08
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:37	00:01:37	00:00:04	00:00:04
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:03:58	00:03:58	00:00:05	00:00:05
HotelRealParque		15	14	✔	93.3%	0	✔	0.0%	1	✔	6.7%	00:00:15	00:00:09	00:04:36	00:01:37	00:00:11	00:00:12
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:13	00:01:13	00:00:09	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:02	00:00:02	00:00:41	00:00:41	00:00:03	00:00:03
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:04:36	00:04:36	00:00:05	00:00:05
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:02	00:00:52	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:01:11	00:00:45	00:00:10	00:00:10
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:59	00:02:12	00:00:21	00:00:21
	17:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:15	00:00:12	00:02:32	00:01:59	00:00:18	00:00:21
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:01:31	00:01:16	00:00:05	00:00:05
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:42	00:04:42	00:00:18	00:00:18
	15:00:00	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
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:04:42	00:04:42	00:00:18	00:00:18
21-09-2018		72	58	⚠	80.6%	2	✔	2.8%	12	✖	16.7%	00:00:15	00:00:07	00:10:36	00:02:18	00:00:11	00:00:11
GrdRealVillaltalia		22	17	⚠	77.3%	2	✔	9.1%	3	⚠	13.6%	00:00:10	00:00:07	00:10:36	00:02:27	00:00:14	00:00:14
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:02	00:00:02	00:00:54	00:00:54	00:00:17	00:00:17
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:05:26	00:05:26	00:00:04	00:00:04
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:10:36	00:03:49	00:00:08	00:00:08
	13:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:10	00:00:07	00:00:00	00:00:00	00:00:21	00:00:00
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:02	00:01:48	00:00:12	00:00:12
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:17	00:02:17	00:00:34	00:00:34
	16:00:00	5	2	✖	40.0%	1	✖	20.0%	2	✖	40.0%	00:00:10	00:00:09	00:00:45	00:00:30	00:00:22	00:00:36
	17:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:10	00:00:07	00:04:06	00:02:11	00:00:09	00:00:10
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:03:31	00:03:30	00:00:06	00:00:06
HotelRealOeiras		12	7	⚠	58.3%	0	✔	0.0%	5	✖	41.7%	00:00:05	00:00:05	00:02:51	00:01:30	00:00:06	00:00:05
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:38	00:01:38	00:00:05	00:00:05
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:02:51	00:02:18	00:00:04	00:00:04
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:47	00:01:47	00:00:05	00:00:05
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:58	00:00:50	00:00:05	00:00:05
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:50	00:00:50	00:00:04	00:00:04
	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	00:00:10	00:00:00
	17:00:00	3	0	✖	0.0%	0	✔	0.0%	3	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
HotelRealPalacio		11	9	⚠	81.8%	0	✔	0.0%	2	✖	18.2%	00:00:15	00:00:06	00:04:42	00:02:41	00:00:07	00:00:07
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:03:32	00:03:32	00:00:05	00:00:05
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:42	00:02:42	00:00:04	00:00:04
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:04:23	00:02:32	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:02:17	00:02:17	00:00:03	00:00:03
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:45	00:02:45	00:00:05	00:00:05

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Service Performance Report

	16:00:00	4	2	🟡	50.0%	0	✅	0.0%	2	❌	50.0%	00:00:08	00:00:06	00:04:42	00:03:14	00:00:07	00:00:06
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:01:25	00:01:25	00:00:25	00:00:25
HotelRealParque		25	23	✅	92.0%	0	✅	0.0%	2	✅	8.0%	00:00:15	00:00:08	00:08:49	00:01:58	00:00:13	00:00:14
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:06	00:00:06	00:00:01	00:00:01	00:00:06	00:00:06
	10:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:02	00:00:02	00:01:21	00:01:21	00:00:04	00:00:04
	11:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:03:41	00:01:32	00:00:15	00:00:15
	12:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:06	00:01:55	00:01:08	00:00:08	00:00:08
	13:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:06	00:01:46	00:01:36	00:00:06	00:00:06
	14:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:06	00:04:23	00:03:11	00:00:06	00:00:06
	15:00:00	5	5	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:08	00:08:49	00:03:21	00:00:10	00:00:10
	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	00:00:03	00:00:00
	17:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:08	00:03:33	00:01:46	00:00:35	00:00:35
	18:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:01:16	00:01:16	00:00:08	00:00:08
RealResidencia		2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:06	00:07:08	00:06:12	00:00:06	00:00:06
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:07:08	00:07:08	00:00:08	00:00:08
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:04	00:00:04	00:05:16	00:05:16	00:00:04	00:00:04
22-09-2018		17	5	❌	29.4%	4	❌	23.5%	8	❌	47.1%	00:00:15	00:00:08	00:07:19	00:02:25	00:00:20	00:00:06
GrdRealVillaltalia		3	1	❌	33.3%	0	✅	0.0%	2	❌	66.7%	00:00:09	00:00:09	00:07:19	00:07:19	00:00:18	00:00:09
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:09	00:07:19	00:07:19	00:00:09	00:00:09
	13:00:00	1	0	❌	0.0%	0	✅	0.0%	1	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00
	14:00:00	1	0	❌	0.0%	0	✅	0.0%	1	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:38	00:00:00
HotelRealOeiras		3	1	❌	33.3%	2	❌	66.7%	0	✅	0.0%	00:00:04	00:00:04	00:01:18	00:01:18	00:00:06	00:00:05
	13:00:00	3	1	❌	33.3%	2	❌	66.7%	0	✅	0.0%	00:00:04	00:00:04	00:01:18	00:01:18	00:00:06	00:00:05
HotelRealPalacio		5	3	🟡	60.0%	2	❌	40.0%	0	✅	0.0%	00:00:15	00:00:09	00:01:36	00:01:09	00:00:30	00:00:05
	09:00:00	1	0	❌	0.0%	1	❌	100.0%	0	✅	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:43	00:00:00
	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	00:00:31	00:00:00
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:04	00:00:04	00:00:35	00:00:35	00:00:04	00:00:04
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:01:17	00:01:17	00:00:07	00:00:07
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:05	00:00:05	00:01:36	00:01:36	00:00:05	00:00:05
HotelRealParque		1	0	❌	0.0%	0	✅	0.0%	1	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:27	00:00:00
	11:00:00	1	0	❌	0.0%	0	✅	0.0%	1	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:27	00:00:00
RealResidencia		5	0	❌	0.0%	0	✅	0.0%	5	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:17	00:00:00
	13:00:00	5	0	❌	0.0%	0	✅	0.0%	5	❌	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:17	00:00:00
24-09-2018		92	81	✅	88.0%	4	✅	4.3%	7	✅	7.6%	00:00:15	00:00:08	00:15:43	00:02:36	00:00:20	00:00:18
GrdRealVillaltalia		15	15	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:07	00:15:43	00:03:40	00:00:17	00:00:17
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:02:17	00:02:17	00:00:28	00:00:28
	10:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:06	00:00:06	00:05:52	00:05:48	00:00:40	00:00:40
	11:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:06	00:00:06	00:02:19	00:01:22	00:00:06	00:00:06
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:06	00:11:04	00:06:00	00:00:06	00:00:06
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:09	00:04:26	00:02:31	00:00:07	00:00:07
	15:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:04	00:15:43	00:08:45	00:00:12	00:00:12
	16:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:06	00:01:46	00:01:13	00:00:09	00:00:09
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:08	00:01:31	00:01:31	00:00:24	00:00:24
	18:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:02:26	00:02:26	00:00:35	00:00:35
HotelRealOeiras		37	32	✅	86.5%	2	✅	5.4%	3	✅	8.1%	00:00:15	00:00:09	00:10:43	00:02:08	00:00:21	00:00:20
	10:00:00	7	5	🟡	71.4%	1	🟡	14.3%	1	🟡	14.3%	00:00:15	00:00:11	00:04:18	00:02:41	00:00:38	00:00:31
	11:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:08	00:03:10	00:01:54	00:00:08	00:00:08
	12:00:00	6	3	🟡	50.0%	1	❌	16.7%	2	❌	33.3%	00:00:15	00:00:07	00:03:24	00:02:07	00:00:10	00:00:09

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	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:02:06	00:01:15	00:00:28	00:00:28
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:10:43	00:03:34	00:00:14	00:00:14
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:23	00:01:49	00:00:42	00:00:42
	16:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:06	00:03:58	00:01:19	00:00:24	00:00:24
	17:00:00	7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:05:20	00:02:07	00:00:07	00:00:07
HotelRealPalacio		14	12	✔	85.7%	1	✔	7.1%	1	✔	7.1%	00:00:15	00:00:08	00:07:36	00:02:53	00:00:19	00:00:20
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:07	00:00:58	00:00:16	00:00:16
	11:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:15	00:00:09	00:07:36	00:03:46	00:00:12	00:00:09
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:01:55	00:01:42	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:06:56	00:06:56	00:00:05	00:00:05
	14:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:02	00:00:02	00:01:36	00:01:36	00:00:06	00:00:03
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:05:51	00:03:44	00:01:10	00:01:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:00	00:02:00	00:00:22	00:00:22
HotelRealParque		25	21	⚠	84.0%	1	✔	4.0%	3	⚠	12.0%	00:00:15	00:00:09	00:06:04	00:02:19	00:00:21	00:00:16
	09:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:15	00:00:05	00:02:35	00:01:47	00:00:16	00:00:09
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:00:36	00:00:36	00:00:27	00:00:27
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:06	00:04:46	00:00:20	00:00:20
	12:00:00	8	5	⚠	62.5%	1	⚠	12.5%	2	✖	25.0%	00:00:15	00:00:11	00:03:07	00:02:03	00:00:27	00:00:11
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:03:35	00:02:30	00:00:11	00:00:11
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:06:04	00:02:55	00:00:10	00:00:10
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:29	00:02:29	00:00:17	00:00:17
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:15	00:01:15	00:00:19	00:00:19
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:02:33	00:01:38	00:01:05	00:01:05
RealResidencia		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:03:49	00:03:49	00:00:26	00:00:26
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:03:49	00:03:49	00:00:26	00:00:26
25-09-2018		72	65	✔	90.3%	1	✔	1.4%	6	✔	8.3%	00:00:15	00:00:08	00:19:10	00:03:09	00:00:12	00:00:13
GrdRealVillaltalia		25	18	⚠	72.0%	1	✔	4.0%	6	✖	24.0%	00:00:10	00:00:07	00:11:33	00:03:12	00:00:12	00:00:14
	09:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
	10:00:00	8	3	✖	37.5%	1	⚠	12.5%	4	✖	50.0%	00:00:10	00:00:08	00:05:57	00:04:13	00:00:11	00:00:14
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:44	00:01:44	00:00:05	00:00:05
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:06:03	00:04:28	00:00:17	00:00:17
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:00:54	00:00:54	00:00:14	00:00:14
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:29	00:03:06	00:00:25	00:00:25
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:57	00:02:10	00:00:04	00:00:04
	17:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:11:33	00:03:12	00:00:14	00:00:14
	18:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:05	00:00:05	00:02:13	00:02:13	00:00:06	00:00:05
HotelRealOeiras		14	14	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:07	00:02:31	00:00:10	00:00:10
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:04:06	00:02:10	00:00:09	00:00:09
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:07:07	00:04:58	00:00:18	00:00:18
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:50	00:02:32	00:00:10	00:00:10
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:02:38	00:01:41	00:00:07	00:00:07
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06	00:00:06
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:04	00:01:04	00:00:06	00:00:06
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:46	00:01:46	00:00:06	00:00:06
HotelRealPalacio		10	10	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:21	00:03:27	00:00:08	00:00:08
	09:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:08	00:03:53	00:02:32	00:00:09	00:00:09
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:07	00:02:07	00:00:06	00:00:06
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:07:21	00:07:21	00:00:04	00:00:04

OneContact Reporting

Service Performance Report

	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:04:36	00:04:36	00:00:09	00:00:09
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:03	00:01:03	00:00:04	00:00:04
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:07:09	00:04:38	00:00:10	00:00:10
HotelRealParque		21	21	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:19:10	00:02:50	00:00:14	00:00:14
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:44	00:02:35	00:00:11	00:00:11
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:07	00:03:08	00:02:34	00:00:07	00:00:07
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:02:10	00:01:00	00:00:04	00:00:04
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:18	00:02:03	00:00:19	00:00:19
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:33	00:02:33	00:00:20	00:00:20
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:05	00:02:19	00:01:32	00:00:05	00:00:05
	18:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:19:10	00:06:18	00:00:32	00:00:32
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:12:58	00:08:54	00:00:38	00:00:38
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:12:58	00:12:58	00:01:09	00:01:09
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:04:50	00:04:50	00:00:06	00:00:06
26-09-2018		72	68	✔	94.4%	2	✔	2.8%	2	✔	2.8%	00:00:15	00:00:08	00:12:56	00:03:01	00:00:15	00:00:10
GrdRealVillaltalia		28	25	✔	89.3%	1	✔	3.6%	2	✔	7.1%	00:00:10	00:00:07	00:12:56	00:04:08	00:00:12	00:00:10
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:10:18	00:06:57	00:00:08	00:00:08
	10:00:00	5	4	⚠	80.0%	1	✖	20.0%	0	✔	0.0%	00:00:10	00:00:07	00:06:49	00:04:08	00:00:16	00:00:08
	11:00:00	8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:05:46	00:03:03	00:00:11	00:00:11
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:03:31	00:02:51	00:00:14	00:00:14
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:15	00:05:15	00:00:15	00:00:15
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:04:16	00:03:45	00:00:18	00:00:18
	15:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:05	00:00:05	00:01:23	00:01:23	00:00:13	00:00:05
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:01:05	00:00:50	00:00:07	00:00:07
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:12:56	00:07:00	00:00:07	00:00:07
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:11:04	00:11:04	00:00:05	00:00:05
HotelRealOeiras		11	11	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:18	00:02:35	00:00:10	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:04:25	00:04:25	00:00:06	00:00:06
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:04:47	00:04:47	00:00:07	00:00:07
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:07:18	00:07:18	00:00:09	00:00:09
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:28	00:00:28	00:00:05	00:00:05
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:50	00:01:29	00:00:21	00:00:21
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:00:50	00:00:40	00:00:12	00:00:12
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:05:47	00:02:22	00:00:06	00:00:06
HotelRealPalacio		9	8	✔	88.9%	1	⚠	11.1%	0	✔	0.0%	00:00:15	00:00:10	00:08:58	00:03:33	00:00:42	00:00:11
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:39	00:01:19	00:00:13	00:00:13
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:00:59	00:00:59	00:00:20	00:00:20
	15:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:13	00:04:21	00:03:14	00:01:44	00:00:08
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:23	00:01:23	00:00:04	00:00:04
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:08:58	00:08:28	00:00:09	00:00:09
HotelRealParque		22	22	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:06:33	00:01:45	00:00:10	00:00:10
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:36	00:01:27	00:00:04	00:00:04
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:50	00:01:19	00:00:10	00:00:10
	12:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:19	00:02:13	00:00:22	00:00:22
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:06:33	00:04:06	00:00:12	00:00:12
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:01:26	00:01:01	00:00:05	00:00:05
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:20	00:02:20	00:00:05	00:00:05
	16:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:05	00:01:53	00:01:16	00:00:06	00:00:06

OneContact Reporting

Service Performance Report

RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:02	00:02:10	00:00:14	00:00:14
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:03:02	00:03:02	00:00:05	00:00:05
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:17	00:01:17	00:00:23	00:00:23
27-09-2018		66	61	✔	92.4%	1	✔	1.5%	4	✔	6.1%	00:00:16	00:00:08	00:16:24	00:02:37	00:00:12	00:00:12
GrdRealVillaltalia		14	12	✔	85.7%	1	✔	7.1%	1	✔	7.1%	00:00:10	00:00:07	00:07:18	00:02:44	00:00:16	00:00:18
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:01:26	00:01:26	00:00:15	00:00:15
	12:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:08	00:00:06	00:03:16	00:02:16	00:00:05	00:00:05
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:34	00:01:34	00:00:18	00:00:18
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:03:43	00:03:43	00:00:32	00:00:32
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:02:48	00:01:13	00:00:06	00:00:06
	16:00:00	4	3	⚠	75.0%	0	✔	0.0%	1	✖	25.0%	00:00:10	00:00:09	00:07:18	00:05:54	00:00:32	00:00:39
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:00:42	00:00:42	00:00:04	00:00:04
HotelRealOeiras		19	19	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:09	00:16:24	00:02:50	00:00:12	00:00:12
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:19	00:02:19	00:00:07	00:00:07
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:03:36	00:02:30	00:00:17	00:00:17
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:09	00:03:51	00:03:14	00:00:14	00:00:14
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:16	00:02:16	00:00:04	00:00:04
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:16:24	00:08:57	00:00:13	00:00:13
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:25	00:01:55	00:00:14	00:00:14
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:30	00:01:20	00:00:11	00:00:11
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:57	00:00:57	00:00:09	00:00:09
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:11	00:02:58	00:00:15	00:00:15
HotelRealPalacio		12	10	⚠	83.3%	0	✔	0.0%	2	✖	16.7%	00:00:15	00:00:06	00:06:30	00:02:37	00:00:07	00:00:06
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:30	00:01:30	00:00:06	00:00:06
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:36	00:02:36	00:00:05	00:00:05
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:25	00:01:25	00:00:07	00:00:07
	13:00:00	3	1	✖	33.3%	0	✔	0.0%	2	✖	66.7%	00:00:05	00:00:05	00:01:33	00:01:33	00:00:07	00:00:05
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:08	00:02:08	00:00:06	00:00:06
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:06	00:06:30	00:04:14	00:00:09	00:00:09
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:02:54	00:02:54	00:00:03	00:00:03
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:01:20	00:01:20	00:00:03	00:00:03
HotelRealParque		18	17	✔	94.4%	0	✔	0.0%	1	✔	5.6%	00:00:15	00:00:08	00:08:47	00:01:59	00:00:10	00:00:11
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:45	00:00:45	00:00:07	00:00:07
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:45	00:00:45	00:00:09	00:00:09
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:02:41	00:02:18	00:00:07	00:00:07
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:43	00:02:43	00:00:04	00:00:04
	13:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00
	14:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:35	00:01:11	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	00:03:15	00:01:53	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	00:00:59	00:00:59	00:00:04	00:00:04
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:00:25	00:00:25	00:00:18	00:00:18
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:08:47	00:08:47	00:00:07	00:00:07
RealResidencia		3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:10:00	00:03:49	00:00:16	00:00:16
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:31	00:01:16	00:00:07	00:00:07
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:10:00	00:10:00	00:00:20	00:00:20
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:44	00:02:44	00:00:20	00:00:20
28-09-2018		79	66	⚠	83.5%	5	✔	6.3%	8	⚠	10.1%	00:00:15	00:00:07	00:15:19	00:02:48	00:00:18	00:00:11
GrdRealVillaltalia		23	16	⚠	69.6%	3	⚠	13.0%	4	✖	17.4%	00:00:10	00:00:06	00:15:19	00:03:58	00:00:20	00:00:07

OneContact Reporting

Service Performance Report

	09:00:00	9	3	✖	33.3%	2	✖	22.2%	4	✖	44.4%	00:00:10	00:00:07	00:13:04	00:06:37	00:00:34	00:00:06
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:02:41	00:02:16	00:00:06	00:00:06
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:03:06	00:01:33	00:00:07	00:00:07
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:00:54	00:00:43	00:00:12	00:00:12
	13:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:10	00:00:06	00:06:28	00:03:34	00:00:20	00:00:09
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:02:42	00:02:42	00:00:05	00:00:05
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:15:19	00:12:36	00:00:04	00:00:04
HotelRealOeiras		22	21	✔	95.5%	1	✔	4.5%	0	✔	0.0%	00:00:15	00:00:07	00:12:21	00:02:53	00:00:18	00:00:09
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:03:55	00:03:55	00:00:04	00:00:04
	11:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:05	00:12:21	00:04:30	00:00:05	00:00:05
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:20	00:02:52	00:00:11	00:00:11
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:02:38	00:02:38	00:00:14	00:00:14
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:01:21	00:00:46	00:00:04	00:00:04
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:11:55	00:04:17	00:00:08	00:00:08
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:54	00:01:13	00:00:21	00:00:21
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:04:14	00:02:49	00:00:04	00:00:04
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:26	00:01:26	00:00:10	00:00:10
	19:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:03:20	00:00:00
HotelRealPalacio		6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:08	00:03:20	00:01:57	00:00:08	00:00:08
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:01:18	00:01:18	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	00:02:21	00:02:21	00:00:06	00:00:06
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:03:10	00:03:10	00:00:04	00:00:04
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:01:03	00:01:03	00:00:03	00:00:03
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:11	00:03:20	00:01:55	00:00:11	00:00:11
HotelRealParque		26	21	⚠	80.8%	1	✔	3.8%	4	✖	15.4%	00:00:15	00:00:08	00:04:06	00:01:54	00:00:15	00:00:13
	09:00:00	3	2	⚠	66.7%	0	✔	0.0%	1	✖	33.3%	00:00:08	00:00:08	00:04:06	00:03:00	00:00:07	00:00:08
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:47	00:02:18	00:00:14	00:00:14
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:06	00:01:56	00:01:16	00:00:09	00:00:09
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:03:37	00:01:41	00:00:32	00:00:32
	13:00:00	3	0	✖	0.0%	0	✔	0.0%	3	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:30	00:00:00
	15:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:15	00:00:08	00:02:30	00:02:30	00:00:12	00:00:07
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:16	00:01:11	00:00:05	00:00:05
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:53	00:02:44	00:00:12	00:00:12
	18:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:06	00:03:08	00:01:18	00:00:12	00:00:12
RealResidencia		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:03:50	00:03:45	00:01:02	00:01:02
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:03:50	00:03:50	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:03:40	00:03:40	00:01:59	00:01:59
29-09-2018		18	14	⚠	77.8%	2	⚠	11.1%	2	⚠	11.1%	00:00:15	00:00:07	00:21:09	00:04:07	00:00:20	00:00:07
GrdRealVillaltalia		8	5	⚠	62.5%	1	⚠	12.5%	2	✖	25.0%	00:00:10	00:00:06	00:21:09	00:07:15	00:00:22	00:00:06
	10:00:00	4	1	✖	25.0%	1	✖	25.0%	2	✖	50.0%	00:00:10	00:00:08	00:21:09	00:21:09	00:00:38	00:00:06
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:12:14	00:06:37	00:00:04	00:00:04
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:29	00:01:29	00:00:05	00:00:05
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:00:24	00:00:24	00:00:13	00:00:13
HotelRealOeiras		5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:01:51	00:01:15	00:00:08	00:00:08
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:51	00:00:51	00:00:09	00:00:09
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:43	00:01:26	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:01:51	00:01:16	00:00:09	00:00:09
HotelRealParque		5	4	⚠	80.0%	1	✖	20.0%	0	✔	0.0%	00:00:15	00:00:09	00:08:53	00:03:45	00:00:30	00:00:07

OneContact Reporting

Service Performance Report

	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:08:53	00:08:53	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:06	00:01:06	00:00:05	00:00:05
	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	00:02:00	00:00:00
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:37	00:02:30	00:00:08	00:00:08
TOTAL		1702	1461	✔	85.8%	75	✔	4.4%	166	✔	9.8%	00:00:16	00:00:08	00:33:06	00:02:35	00:00:14	00:00:12