Service Performance Report

Service: GrdRealSantaEulalia, RealMarinaHotel/Resi, RealBellavistaHotel, OutrosAssuntosAlgarv

			Total Cha	madas	Atendidas	Total Chamada	as A	handonadas	Total Chama	adas S	obrenostas	ı								
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	Service Level 1 %	Service Level 2 %	Service Level 3 %
02-01-2019		33	33	Ø	100.0%	0	Ø	0.00%	0	②	0.00%	00:00:15	00:00:09	00:06:53	00:02:12	00:00:10	00:00:10	100	100	100
GrdRealSantaEu	ulalia	14	14	②	100.0%	0	Ø	0.00%	0	②	0.00%	00:00:15	00:00:10	00:06:53	00:02:58	00:00:11	00:00:11	100	100	100
	09:00:00	2	2	Ø	100.0%	0	Ø	0.00%	0		0.00%	00:00:12	00:00:11	00:01:48	00:01:30	00:00:12	00:00:12	100	100	100
	11:00:00	4	4	Ø	100.0%	0		0.00%	0		0.00%	00:00:12	00:00:09	00:06:53	00:02:50	00:00:09	00:00:09	100	100	100
	12:00:00	2	2	Ø	100.0%	0	Ø	0.00%	0		0.00%	00:00:10	00:00:10	00:05:21	00:03:03	00:00:10	00:00:10	100	100	100
	13:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:11	00:00:11	00:05:32	00:05:32	00:00:11	00:00:11	100	100	100
	14:00:00	2	2		100.0%	0	Ø	0.00%	0		0.00%	00:00:11	00:00:10	00:05:36	00:03:07	00:00:10	00:00:10	100	100	100
	16:00:00	2	2	S	100.0%	0		0.00%	0		0.00%	00:00:15	00:00:12	00:06:28	00:03:21	00:00:20	00:00:20	100	100	100
	17:00:00	1	1	S	100.0%	0	Ø	0.00%	0		0.00%	00:00:07	00:00:07	00:02:20	00:02:20	00:00:07	00:00:07	100	100	100
OutrosAssuntos	sAlgarv	2	2	②	100.0%	0	②	0.00%	0	②	0.00%	00:00:05	00:00:04	00:01:37	00:01:20	00:00:04	00:00:04	100	100	100
	09:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:05	00:00:05	00:01:02	00:01:02	00:00:05	00:00:05	100	100	100
	14:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:04	00:00:04	00:01:37	00:01:37	00:00:04	00:00:04	100	100	100
RealBellavistaHo	otel	7	7	②	100.0%	0	②	0.00%	0	②	0.00%	00:00:14	00:00:08	00:02:44	00:01:16	00:00:08	00:00:08	100	100	100
	10:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:08	00:00:08	00:00:32	00:00:32	00:00:08	00:00:08	100	100	100
	11:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:07	00:00:07	00:01:26	00:01:10	00:00:07	00:00:07	100	100	100
	14:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:14	00:00:10	00:02:44	00:01:36	00:00:10	00:00:10	100	100	100
	17:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:10	80:00:00	00:02:00	00:01:22	00:00:08	00:00:08	100	100	100
RealMarinaHotel	l/Resi	10	10	②	100.0%	0	②	0.00%	0	②	0.00%	00:00:15	00:00:10	00:04:22	00:01:50	00:00:11	00:00:11	100	100	100
	10:00:00	3	3		100.0%	0	Ø	0.00%	0		0.00%	00:00:12	00:00:09	00:02:35	00:01:14	00:00:10	00:00:10	100	100	100
	11:00:00	3	3	Ø	100.0%	0		0.00%	0		0.00%	00:00:15	00:00:11	00:04:22	00:02:34	00:00:14	00:00:14	100	100	100
	14:00:00	1	1	②	100.0%	0		0.00%	0		0.00%	00:00:14	00:00:14	00:02:22	00:02:22	00:00:14	00:00:14	100	100	100
	15:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0		0.00%	00:00:08	80:00:00	00:00:59	00:00:59	00:00:09	00:00:09	100	100	100
	16:00:00	1	1	Ø	100.0%	0		0.00%	0		0.00%	00:00:08	80:00:00	00:00:00	00:00:00	00:00:08	00:00:08	100	100	100
	18:00:00	1	1	Ø	100.0%	0		0.00%	0		0.00%	00:00:10	00:00:10	00:03:31	00:03:31	00:00:10	00:00:10	100	100	100
03-01-2019		33	30	⊘	90.9%	2	②	6.06%	0	②	0.00%	00:00:16	00:00:09	00:15:18	00:03:00	00:00:09	00:00:10	100	100	100
GrdRealSantaEu	ulalia	14	13	②	92.9%	1	②	7.14%	0	②	0.00%	00:00:15	00:00:08	00:11:31	00:03:51	00:00:09	00:00:10	100	100	100
	10:00:00	2	2	Ø	100.0%	0		0.00%	0		0.00%	00:00:12	00:00:10	00:08:02	00:04:23	00:00:10	00:00:10	100	100	100
	11:00:00	2	2	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:11	00:00:10	00:00:44	00:00:36	00:00:10	00:00:10	100	100	100
	12:00:00	2	1	()	50.0%	1	8	50.00%	0	Ø	0.00%	00:00:05	00:00:04	00:02:59	00:02:59	00:00:04	00:00:05	100	100	100
	13:00:00	1	1	Ø	100.0%	0		0.00%	0		0.00%	00:00:11	00:00:11	00:03:34	00:03:34	00:00:11	00:00:11	100	100	100
	14:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0		0.00%	00:00:09	00:00:09	00:11:31	00:11:31	00:00:09	00:00:09	100	100	100
	16:00:00	3	3	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:15	00:00:09	00:03:52	00:02:19	00:00:12	00:00:12	100	100	100
	17:00:00	2	2	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:12	00:00:08	00:08:45	00:06:44	00:00:08	00:00:08	100	100	100
	18:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0		0.00%	00:00:06	00:00:06	00:01:36	00:01:36	00:00:06	00:00:06	100	100	100
OutrosAssuntos	Algarv	2	1	<u>()</u>	50.0%	1	(3)	50.00%	0	②	0.00%	00:00:10	00:00:06	00:02:32	00:02:32	00:00:06	00:00:10	100	100	100
	16:00:00	1	0	8	0.0%	1	8	100.00%	0		0.00%	00:00:01	00:00:01	00:00:00	00:00:00	00:00:01	00:00:00	0	0	100
	18:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:10	00:00:10	00:02:32	00:02:32	00:00:10	00:00:10	100	100	100
RealBellavistaHo	otel	7	6	②	85.7%	1	0	14.29%	0		0.00%	00:00:16	00:00:10	00:01:16	00:00:42	00:00:11	00:00:11	100	100	100
	12:00:00	2	2	Ø		0		0.00%	0	Ø	0.00%	00:00:11	00:00:10	00:00:42	00:00:36	00:00:10	00:00:10	100	100	100
	13:00:00	1	0	8	0.0%	1	8	100.00%	0	Ø	0.00%	00:00:16	00:00:16	00:00:00	00:00:00	00:00:15	00:00:00	0	0	0
	15:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:05	00:00:05	00:00:01	00:00:01	00:00:05	00:00:05	100	100	100

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	16:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:10	00:01:16	00:01:04	00:00:17	00:00:17	100	100	100
	17:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:05	00:00:05	00:00:53	00:00:53	00:00:05	00:00:05	100	100	100
RealMarinaHote	el/Resi	10	10	②	100.0%	0	②	0.00%	0	②	0.00%	00:00:16	00:00:09	00:15:18	00:03:17	00:00:09	00:00:09	100	100	100
	10:00:00	3	3	Ø	100.0%	0	Ø	0.00%	0		0.00%	00:00:15	00:00:09	00:04:29	00:02:44	00:00:12	00:00:12	100	100	100
	14:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0		0.00%	00:00:08	00:00:08	00:01:08	00:01:08	00:00:08	00:00:08	100	100	100
	15:00:00	2	2	Ø	100.0%	0	Ø	0.00%	0	S	0.00%	00:00:08	00:00:06	00:05:44	00:03:13	00:00:06	00:00:06	100	100	100
	16:00:00	2	2	Ø	100.0%	0	Ø	0.00%	0		0.00%	00:00:16	00:00:11	00:01:30	00:01:01	00:00:08	00:00:08	100	100	100
	17:00:00	2	2	Ø	100.0%	0	Ø	0.00%	0		0.00%	00:00:08	00:00:08	00:15:18	00:08:38	00:00:08	00:00:08	100	100	100
04-01-2019		39	38	②	97.4%	1		2.56%	0		0.00%	00:00:39	00:00:09	00:06:46	00:02:28	00:00:14	00:00:11	100	100	100
GrdRealSantaE	ulalia	24	24	②	100.0%	0	②	0.00%	0		0.00%	00:00:15	00:00:08	00:06:46	00:02:24	00:00:11	00:00:11	100	100	100
	09:00:00	2	2		100.0%	0	Ø	0.00%	0		0.00%	00:00:07	00:00:06	00:05:50	00:04:27	00:00:06	00:00:06	100	100	100
	11:00:00	2	2	Ø	100.0%	0	Ø	0.00%	0		0.00%	00:00:12	00:00:08	00:03:20	00:01:15	00:00:06	00:00:06	100	100	100
	12:00:00	3	3		100.0%	0		0.00%	0		0.00%	00:00:12	00:00:10	00:05:04	00:03:09	00:00:10	00:00:10	100	100	100
	13:00:00	1	1	S	100.0%	0	Ø	0.00%	0		0.00%	00:00:08	00:00:08	00:00:21	00:00:21	00:00:08	00:00:08	100	100	100
	15:00:00	4	4		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:10	00:04:22	00:02:01	00:00:18	00:00:18	100	100	100
	16:00:00	6	6		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:08	00:06:46	00:03:54	00:00:14	00:00:14	100	100	100
	17:00:00	6	6		100.0%	0		0.00%	0		0.00%	00:00:13	00:00:07	00:03:32	00:01:20	00:00:08	00:00:08	100	100	100
OutrosAssunto		3	3		100.0%	0		0.00%	0		0.00%	00:00:39	00:00:19	00:06:33	00:04:18	00:00:19	00:00:19	100	100	100
	11:00:00	1	1		100.0%	0	Ø	0.00%	0		0.00%	00:00:39	00:00:19	00:04:51	00:04:51	00:00:40	00:00:40	100	100	100
	13:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:09	00:00:09	00:06:33	00:06:33	00:00:09	00:00:09	100	100	100
	16:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:09	00:00:09	00:01:29	00:01:29	00:00:09	00:00:09	100	100	100
RealBellavista		-	·			-			-					00:06:44	00:02:10	00:00:09	00:00:09	100	100	100
realBellavistai	09:00:00	5	5 1		100.0% 100.0%	0	O	0.00% 0.00%	0	9	0.00% 0.00%	00:00:14 00:00:07	00:00:09 00:00:07	00:06:44	00:06:44	00:00:07	00:00:07	100	100	100
	11:00:00	2	2		100.0%	0	3	0.00%	0		0.00%	00:00:07	00:00:08	00:00:44	00:00:56	00:00:07	00:00:08	100	100	100
	15:00:00	1	1	Ø	100.0%	0	O	0.00%	0	O	0.00%	00:00:12	00:00:14	00:01:17	00:00:30	00:00:14	00:00:14	100	100	100
	17:00:00	1	1		100.0%	0	S	0.00%	0		0.00%	00:00:14	00:00:14	00:01:19	00:01:19	00:00:14	00:00:14	100	100	100
DealMarinellet		-				_														
RealMarinaHote		7	6	⊘	85.7%	1			0		0.00%	00:00:18	00:00:10	00:05:23	00:02:12	00:00:24	00:00:10	100	100	100
	10:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:10	00:00:35	00:00:35	00:00:21	00:00:21	100	100	100
	12:00:00	1	·		100.0%	0	9	0.00%	0		0.00%	00:00:07	00:00:07	00:03:48	00:03:48	00:00:07	00:00:07	100	100	100
	13:00:00	1	1		100.0%	0	9	0.00%	0		0.00%	00:00:06	00:00:06	00:00:22	00:00:22	00:00:06	00:00:06	100	100	100
	14:00:00	1	1		100.0%	0	Ø	0.00%	0		0.00%	00:00:15	00:00:15	00:00:55	00:00:55	00:00:15	00:00:15	100	100	100
	15:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0	9	0.00%	00:00:07	00:00:07	00:03:11	00:03:11	00:00:07	00:00:07	100	100	100
	17:00:00	1	1		100.0%	0		0.00%	0	9	0.00%	00:00:18	00:00:12	00:05:23	00:03:17	00:00:05	00:00:05	100	100	100
	19:00:00	1	0	w w	0.0%	1	S	100.00%	0	9	0.00%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:49	00:00:00	0	0	100
05-01-2019		26	17	<u>()</u>	65.4%	2	Ø		7	8	26.92%	00:00:15	00:00:08	00:10:46	00:03:40	00:00:19	00:00:22	100	100	100
GrdRealSantaE		9	4	8	44.4%	2		22.22%	3	8	33.33%	00:00:15	00:00:10	00:04:38	00:03:22	00:00:26	00:00:34	100	100	100
	10:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0		0.00%	00:00:09	00:00:09	00:04:38	00:04:38	00:00:09	00:00:09	100	100	100
	12:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0		0.00%	00:00:07	00:00:07	00:01:27	00:01:27	00:00:07	00:00:07	100	100	100
	14:00:00	3	0	₩ (S)	0.0%	0	Ø	0.00%	3	₩ ()	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	00:00:00	0	0	0
	16:00:00	4	2	(1)	50.0%	2	8	50.00%	0	Ø	0.00%	00:00:15	00:00:10	00:04:05	00:03:41	00:00:50	00:00:59	100	100	100
RealBellavista		4	2	0	50.0%	0	Ø	0.00%	2	8	50.00%	00:00:15	00:00:06	00:04:09	00:02:19	00:00:13	00:00:21	100	100	100
	14:00:00	1	1	Ø	100.0%	0		0.00%	0		0.00%	00:00:03	00:00:03	00:00:29	00:00:29	00:00:03	00:00:03	100	100	100
	15:00:00	3	1	8	33.3%	0		0.00%	2	8	66.67%	00:00:15	00:00:08	00:04:09	00:04:09	00:00:16	00:00:39	100	100	100
RealMarinaHote	el/Resi	13	11	()	84.6%	0	②	0.00%	2	8	15.38%	00:00:15	80:00:00	00:10:46	00:04:01	00:00:16	00:00:18	100	100	100
	09:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:07	00:00:06	00:06:27	00:03:50	00:00:06	00:00:06	100	100	100
	09.00.00																			
	12:00:00	2	2	Ø	100.0%	0		0.00%	0	Ø	0.00%	00:00:05	00:00:04	00:05:01	00:03:19	00:00:04	00:00:04	100	100	100
						0	⊘	0.00%	0	S	0.00%	00:00:05 00:00:00	00:00:04 00:00:00	00:05:01 00:00:00	00:03:19 00:00:00	00:00:04 00:00:07	00:00:04 00:00:00	100	100	100

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	15:00:00	3	3		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:09	00:10:46	00:04:13	00:00:18	00:00:18	100	100	100
	16:00:00	2	2		100.0%	0	⊘		0		0.00%	00:00:15	00:00:09	00:04:52	00:03:14	00:00:48	00:00:48	100	100	100
07-01-2019		52	50		96.2%	0			2		3.85%	00:00:15	00:00:09	00:21:08	00:03:55	00:00:12	00:00:12	100	100	100
GrdRealSantaE	ulalia	16	15		93.8%	0	⊘		1	O	6.25%	00:00:15	00:00:10	00:12:13	00:05:29	00:00:14	00:00:14	100	100	100
	10:00:00	4	4		100.0%	0	Ø		0		0.00%	00:00:08	00:00:07	00:09:32	00:03:53	00:00:07	00:00:07	100	100	100
	11:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:12	00:06:10	00:06:10	00:00:22	00:00:22	100	100	100
	12:00:00	4	3		75.0%	0	S		1	× ×	25.00%	00:00:15	00:00:10	00:11:52	00:05:46	00:00:24	00:00:31	100	100	100
	13:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:13	00:00:13	00:04:24	00:04:24	00:00:13	00:00:13	100	100	100
	14:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:04	00:00:04	00:00:31	00:00:31	00:00:04	00:00:04	100	100	100
	15:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:11	00:00:11	00:06:51	00:06:51	00:00:11	00:00:11	100	100	100
	16:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:03	00:00:03	00:02:44	00:02:44	00:00:03	00:00:03	100	100	100
	17:00:00	1	1	Ø	100.0%	0		0.00%	0		0.00%	00:00:13	00:00:13	00:07:32	00:07:32	00:00:13	00:00:13	100	100	100
	18:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:15	00:08:55	00:08:55	00:00:15	00:00:15	100	100	100
	19:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:11	00:00:11	00:12:13	00:12:13	00:00:11	00:00:11	100	100	100
OutrosAssunto	sAlgarv	2	2		100.0%	0		0.00%	0		0.00%	00:00:07	00:00:06	00:02:37	00:02:06	00:00:06	00:00:06	100	100	100
	09:00:00	1	1		100.0%	0	3		0		0.00%	00:00:07	00:00:07	00:01:35	00:01:35	00:00:07	00:00:07	100	100	100
	13:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:04	00:00:04	00:02:37	00:02:37	00:00:05	00:00:05	100	100	100
RealBellavistaH	lotel	12	12		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:09	00:21:08	00:03:56	00:00:10	00:00:10	100	100	100
	09:00:00	2	2		100.0%	0	⊘		0		0.00%	00:00:10	00:00:10	00:03:37	00:03:23	00:00:10	00:00:10	100	100	100
	10:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:11	00:00:11	00:04:41	00:04:41	00:00:11	00:00:11	100	100	100
	13:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:05	00:00:05	00:04:14	00:04:14	00:00:05	00:00:05	100	100	100
	14:00:00	3	3		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:12	00:02:50	00:01:41	00:00:16	00:00:16	100	100	100
	15:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:08	00:00:08	00:00:48	00:00:48	00:00:08	00:00:08	100	100	100
	16:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:09	00:00:06	00:02:34	00:01:52	00:00:06	00:00:06	100	100	100
	17:00:00	1	1	Ø	100.0%	0		0.00%	0	Ø	0.00%	00:00:09	00:00:09	00:00:48	00:00:48	00:00:09	00:00:09	100	100	100
	18:00:00	1	1	Ø	100.0%	0	S	0.00%	0	Ø	0.00%	00:00:08	00:00:08	00:21:08	00:21:08	00:00:08	00:00:08	100	100	100
RealMarinaHote	el/Resi	22	21		95.5%	0		0.00%	1		4.55%	00:00:15	00:00:10	00:08:37	00:03:05	00:00:12	00:00:12	100	100	100
	09:00:00	2	2	Ø	100.0%	0	3		0		0.00%	00:00:12	00:00:11	00:08:37	00:06:50	00:00:13	00:00:13	100	100	100
	10:00:00	3	3	Ø	100.0%	0		0.00%	0		0.00%	00:00:09	00:00:07	00:02:56	00:01:19	00:00:07	00:00:07	100	100	100
	11:00:00	6	6	Ø	100.0%	0		0.00%	0		0.00%	00:00:15	00:00:09	00:07:31	00:03:17	00:00:13	00:00:13	100	100	100
	12:00:00	3	3	Ø	100.0%	0		0.00%	0	Ø	0.00%	00:00:15	00:00:11	00:08:30	00:04:40	00:00:14	00:00:14	100	100	100
	13:00:00	4	4	Ø	100.0%	0		0.00%	0	Ø	0.00%	00:00:12	00:00:09	00:04:12	00:01:32	00:00:09	00:00:09	100	100	100
	14:00:00	1	1	Ø	100.0%	0		0.00%	0		0.00%	00:00:08	00:00:08	00:03:25	00:03:25	00:00:09	00:00:09	100	100	100
	16:00:00	1	1	Ø	100.0%	0		0.00%	0		0.00%	00:00:15	00:00:15	00:03:31	00:03:31	00:00:15	00:00:15	100	100	100
	17:00:00	1	1	Ø	100.0%	0		0.00%	0	Ø	0.00%	00:00:15	00:00:14	00:03:05	00:03:05	00:00:28	00:00:28	100	100	100
	18:00:00	1	0	8	0.0%	0		0.00%	1	(X)	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00	0	0	0
08-01-2019		60	57	②	95.0%	1		1.67%	2		3.33%	00:00:15	00:00:10	00:22:11	00:03:55	00:00:12	00:00:12	100	100	100
GrdRealSantaE	ulalia	29	27	Ø	93.1%	1	②	3.45%	1	Ø	3.45%	00:00:15	00:00:08	00:09:48	00:02:51	00:00:09	00:00:10	100	100	100
	09:00:00	2	2	Ø	100.0%	0			0		0.00%	00:00:11	00:00:10	00:00:58	00:00:51	00:00:10	00:00:10	100	100	100
	10:00:00	4	4	Ø	100.0%	0		0.00%	0		0.00%	00:00:14	00:00:10	00:07:04	00:02:56	00:00:10	00:00:10	100	100	100
	11:00:00	1	1	Ø	100.0%	0		0.00%	0	Ø	0.00%	00:00:07	00:00:06	00:03:06	00:01:40	00:00:06	00:00:06	100	100	100
	12:00:00	4	4	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:15	00:00:10	00:06:15	00:03:06	00:00:10	00:00:10	100	100	100
	13:00:00	4	3	(1)	75.0%	0	S	0.00%	1	(X)	25.00%	00:00:14	00:00:11	00:07:41	00:03:29	00:00:10	00:00:11	100	100	100
	14:00:00	5	5	Ø	100.0%	0		0.00%	0		0.00%	00:00:15	00:00:09	00:09:48	00:03:49	00:00:12	00:00:12	100	100	100
	15:00:00	3	3	Ø	100.0%	0		0.00%	0	Ø	0.00%	00:00:14	00:00:08	00:04:29	00:03:20	00:00:08	00:00:08	100	100	100
	16:00:00	2	1		50.0%	1	8		0	Ø	0.00%	00:00:15	00:00:08	00:02:28	00:02:28	00:00:12	00:00:22	100	100	100
	17:00:00	4	4		100.0%	0	S		0		0.00%	00:00:09	00:00:05	00:04:50	00:01:53	00:00:06	00:00:06	100	100	100
	sAlgarv										0.00%			00:02:35	00:02:35	00:00:08	00:00:08	100	100	100

Service Performance Report

	09:00:00	1	1		100.0%	0		0.00%	0		0.00%	80:00:00	00:00:08	00:02:35	00:02:35	00:00:08	00:00:08	100	100	100
ealBellavistaH	lotel	13	13	Ø	100.0%	0	②	0.00%	0		0.00%	00:00:15	00:00:10	00:06:55	00:02:46	00:00:12	00:00:12	100	100	100
	10:00:00	2	2	Ø	100.0%	0	Ø	0.00%	0		0.00%	00:00:13	00:00:10	00:01:58	00:01:56	00:00:10	00:00:10	100	100	100
	12:00:00	2	2	Ø	100.0%	0	Ø	0.00%	0		0.00%	00:00:11	00:00:08	00:03:35	00:02:29	00:00:08	00:00:08	100	100	100
	13:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:07	00:00:07	00:00:48	00:00:48	00:00:07	00:00:07	100	100	100
	14:00:00	3	3	Ø	100.0%	0	Ø	0.00%	0		0.00%	00:00:15	00:00:10	00:03:50	00:02:44	00:00:14	00:00:14	100	100	100
	15:00:00	2	2	Ø	100.0%	0	Ø	0.00%	0		0.00%	00:00:10	00:00:10	00:05:42	00:03:35	00:00:10	00:00:10	100	100	100
	16:00:00	2	2		100.0%	0	Ø	0.00%	0		0.00%	00:00:15	00:00:14	00:03:06	00:01:58	00:00:22	00:00:22	100	100	100
	17:00:00	1	1		100.0%	0	Ø	0.00%	0		0.00%	00:00:04	00:00:04	00:06:55	00:06:55	00:00:04	00:00:04	100	100	100
tealMarinaHote	el/Resi	17	16	②	94.1%	0	②	0.00%	1		5.88%	00:00:15	00:00:11	00:22:11	00:07:03	00:00:15	00:00:15	100	100	100
	09:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:12	00:06:22	00:04:28	00:00:18	00:00:18	100	100	100
	10:00:00	4	4		100.0%	0	Ø	0.00%	0		0.00%	00:00:15	00:00:11	00:22:11	00:08:34	00:00:14	00:00:14	100	100	100
	11:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:13	00:00:13	00:11:32	00:11:32	00:00:13	00:00:13	100	100	100
	12:00:00	4	3		75.0%	0	S	0.00%	1	8	25.00%	00:00:15	00:00:11	00:06:47	00:04:19	00:00:16	00:00:18	100	100	100
	13:00:00	2	2		100.0%	0	S	0.00%	0		0.00%	00:00:15	00:00:12	00:09:07	00:05:41	00:00:18	00:00:18	100	100	100
	15:00:00	1	1		100.0%	0	Ø	0.00%	0		0.00%	00:00:08	00:00:08	00:08:14	00:08:14	00:00:08	00:00:08	100	100	100
	16:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:14	00:08:59	00:08:59	00:00:28	00:00:28	100	100	100
	17:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:10	80:00:00	00:15:05	00:08:18	80:00:00	80:00:00	100	100	100
9-01-2019		38	37	②	97.4%	0	②	0.00%	1		2.63%	00:00:30	00:00:11	00:11:11	00:03:13	00:00:14	00:00:14	100	100	100
GrdRealSantaE	ulalia	20	19	②	95.0%	0	②	0.00%	1		5.00%	00:00:30	00:00:11	00:11:11	00:03:50	00:00:12	00:00:13	100	100	100
	10:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:15	80:00:00	00:04:17	00:03:20	00:00:13	00:00:13	100	100	100
	11:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:11	00:00:11	00:02:36	00:02:36	00:00:11	00:00:11	100	100	100
	13:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:12	00:00:12	00:02:25	00:02:25	00:00:12	00:00:12	100	100	100
	14:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:30	00:00:12	00:04:10	00:02:18	80:00:00	80:00:00	100	100	100
	15:00:00	6	6		100.0%	0		0.00%	0		0.00%	00:00:12	00:00:09	00:08:33	00:03:20	00:00:12	00:00:12	100	100	100
	16:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:14	00:00:11	00:05:41	00:03:21	00:00:11	00:00:11	100	100	100
	17:00:00	4	4		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:11	00:11:11	00:06:26	00:00:17	00:00:17	100	100	100
	18:00:00	2	1	()	50.0%	0	Ø	0.00%	1	8	50.00%	00:00:14	00:00:14	00:08:09	00:08:09	00:00:09	00:00:14	100	100	100
RealBellavistaH	lotel	4	4	②	100.0%	0	②	0.00%	0		0.00%	00:00:15	00:00:09	00:01:21	00:00:58	00:00:18	00:00:18	100	100	100
	10:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0		0.00%	00:00:09	00:00:09	00:01:21	00:01:21	00:00:09	00:00:09	100	100	100
	13:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0		0.00%	80:00:00	00:00:08	00:00:52	00:00:52	00:00:08	80:00:00	100	100	100
	16:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0		0.00%	00:00:09	00:00:09	00:00:49	00:00:49	00:00:09	00:00:09	100	100	100
	18:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0		0.00%	00:00:15	00:00:08	00:00:51	00:00:51	00:00:48	00:00:48	100	100	100
RealMarinaHote		14	14	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:15	00:00:11	00:10:05	00:02:53	00:00:15	00:00:15	100	100	100
	09:00:00	2	2	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:11	00:00:08	00:02:57	00:02:18	00:00:08	00:00:08	100	100	100
	10:00:00	3	3	9	100.0%	0	Ø	0.00%	0	9	0.00%	00:00:15	00:00:12	00:02:02	00:01:22	00:00:21	00:00:21	100	100	100
	12:00:00	1	1	9	100.0%	0	Ø	0.00%	0		0.00%	00:00:12	00:00:12	00:10:05	00:10:05	00:00:12	00:00:12	100	100	100
	13:00:00	2	2	9	100.0%	0	Ø	0.00%	0	9	0.00%	00:00:15	00:00:10	00:04:43	00:02:59	00:00:16	00:00:16	100	100	100
	14:00:00	2	2	9	100.0%	0	Ø	0.00%	0	9	0.00%	00:00:11	00:00:09	00:05:08	00:03:02	00:00:09	00:00:09	100	100	100
	15:00:00	2	2	9	100.0%	0	Ø	0.00%	0	9	0.00%	00:00:15	00:00:13	00:05:57	00:02:44	00:00:25	00:00:25	100	100	100
	16:00:00	1	1	9	100.0%	0	Ø		0	9	0.00%	00:00:07	00:00:07	00:01:09	00:01:09	00:00:07	00:00:07	100	100	100
	17:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:09	00:00:09	00:03:00	00:03:00	00:00:09	00:00:09	100	100	100
0-01-2019		42	41	②	97.6%	0	②	0.00%	1	Ø	2.38%	00:00:15	00:00:10	00:12:19	00:03:44	00:00:12	00:00:12	100	100	100
GrdRealSantaE		15	14	②	93.3%	0	Ø	0.00%	1	Ø	6.67%	00:00:15	00:00:10	00:07:59	00:02:50	00:00:13	00:00:13	100	100	100
	09:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:09	00:00:09	00:03:24	00:03:24	00:00:09	00:00:09	100	100	100
	10:00:00	2	2		100.0%	0			0		0.00%	00:00:15	00:00:08	00:03:19	00:02:02	00:00:16	00:00:16	100	100	100
	11:00:00	2	2		100.0%	0	Ø	0.00%	0		0.00%	00:00:13	00:00:12	00:07:59	00:04:44	00:00:12	00:00:12	100	100	100
	12:00:00	2	1	(0)	50.0%	0		0.00%	1		50.00%	00:00:09	00:00:09	00:05:10	00:05:10	00:00:08	00:00:09	100	100	100

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	13:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:14	00:00:12	00:04:55	00:02:30	00:00:12	00:00:12	100	100	100
	14:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:14	00:00:14	00:01:48	00:01:48	00:00:14	00:00:14	100	100	100
	15:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:12	00:00:09	00:02:16	00:01:38	00:00:09	00:00:09	100	100	100
	16:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:12	00:02:34	00:02:34	00:00:23	00:00:23	100	100	100
	17:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:10	00:00:10	00:00:51	00:00:51	00:00:10	00:00:10	100	100	100
	18:00:00	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	0	0	0
	19:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:01	00:00:01	00:04:47	00:04:47	00:00:22	00:00:22	100	100	100
Outros Assuntos A	Algarv	2	2	②	100.0%	0		0.00%	0	②	0.00%	00:00:09	00:00:07	00:08:29	00:05:22	00:00:07	00:00:07	100	100	100
	11:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:09	00:00:07	00:08:29	00:05:22	00:00:07	00:00:07	100	100	100
RealBellavistaHot	otel	6	6	②	100.0%	0		0.00%	0	②	0.00%	00:00:15	00:00:10	00:12:19	00:04:50	00:00:10	00:00:10	100	100	100
	12:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:14	00:00:11	00:06:02	00:04:52	00:00:11	00:00:11	100	100	100
	14:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:07	00:00:07	00:01:15	00:01:15	00:00:07	00:00:07	100	100	100
	15:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:09	00:00:09	00:12:19	00:12:19	00:00:09	00:00:09	100	100	100
	16:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:15	00:04:19	00:04:19	00:00:15	00:00:15	100	100	100
	17:00:00	1	1		100.0%	0		0.00%	0		0.00%	80:00:00	80:00:00	00:01:24	00:01:24	00:00:08	00:00:08	100	100	100
RealMarinaHotel/	/Resi	19	19	②	100.0%	0	②	0.00%	0	②		00:00:15	00:00:10	00:08:51	00:03:54	00:00:12	00:00:12	100	100	100
	10:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:09	00:00:09	00:03:13	00:03:13	00:00:10	00:00:10	100	100	100
	11:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:14	00:00:12	00:04:17	00:03:01	00:00:12	00:00:12	100	100	100
	12:00:00	3	3		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:10	00:08:38	00:04:03	00:00:17	00:00:17	100	100	100
	13:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:07	00:00:06	00:08:51	00:05:07	00:00:06	00:00:06	100	100	100
	14:00:00	3	3		100.0%	0		0.00%	0		0.00%	00:00:12	00:00:10	00:08:11	00:05:47	00:00:10	00:00:10	100	100	100
	15:00:00	4	4		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:12	00:06:43	00:03:49	00:00:18	00:00:18	100	100	100
	16:00:00	3	3		100.0%	0		0.00%	0		0.00%	00:00:14	00:00:08	00:02:57	00:01:48	00:00:09	00:00:09	100	100	100
	17:00:00	1	1	Ø	100.0%	0		0.00%	0		0.00%	00:00:05	00:00:05	00:06:25	00:06:25	00:00:05	00:00:05	100	100	100
11-01-2019		64	63	②	98.4%	0		0.00%	1	②	1.56%	00:00:16	00:00:10	00:20:01	00:03:52	00:00:14	00:00:14	100	100	100
GrdRealSantaEul	lalia	28	28	②	100.0%	0	②	0.00%	0		0.00%	00:00:16	00:00:10	00:14:59	00:04:09	00:00:14	00:00:14	100	100	100
	09:00:00	3	3		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:10	00:14:59	00:06:28	00:00:18	00:00:18	100	100	100
	10:00:00	3	3	Ø	100.0%	0		0.00%	0		0.00%	00:00:13	00:00:10	00:08:57	00:03:09	00:00:11	00:00:11	100	100	100
	11:00:00	1	1	S	100.0%	0		0.00%	0		0.00%	00:00:15	00:00:15	00:11:39	00:11:39	00:00:15	00:00:15	100	100	100
	12:00:00	3	3	S	100.0%	0		0.00%	0		0.00%	00:00:11	00:00:09	00:04:34	00:02:37	00:00:09	00:00:09	100	100	100
	13:00:00	4	4	②	100.0%	0		0.00%	0	②	0.00%	00:00:12	00:00:09	00:02:27	00:01:44	00:00:09	00:00:09	100	100	100
	14:00:00	6	6		100.0%	0		0.00%	0		0.00%	00:00:16	00:00:09	00:12:45	00:06:17	00:00:19	00:00:19	100	100	100
	15:00:00	3	3	S	100.0%	0		0.00%	0		0.00%	00:00:15	00:00:08	00:02:34	00:01:25	00:00:13	00:00:13	100	100	100
	16:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:11	00:13:27	00:06:59	00:00:24	00:00:24	100	100	100
	17:00:00	3	3	Ø	100.0%	0		0.00%	0		0.00%	00:00:15	00:00:09	00:03:15	00:02:24	00:00:13	00:00:13	100	100	100
Outros Assuntos A	Algarv	2	2	②	100.0%	0	②	0.00%	0	②	0.00%	00:00:15	00:00:10	00:04:51	00:03:38	00:00:10	00:00:10	100	100	100
	15:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:10	00:04:51	00:03:38	00:00:10	00:00:10	100	100	100
RealBellavistaHot	otel	13	13		100.0%	0	②	0.00%	0	②	0.00%	00:00:15	00:00:11	00:07:29	00:02:36	00:00:16	00:00:16	100	100	100
		13	13		1001070	· ·	_													400
	12:00:00	2	2	9	100.0%	0		0.00%	0		0.00%	00:00:13	00:00:12	00:01:10	00:01:00	00:00:12	00:00:12	100	100	100
	12:00:00 13:00:00			_						Ø		00:00:13 00:00:10	00:00:12 00:00:10	00:01:10 00:04:14	00:01:00 00:04:14	00:00:12 00:00:10	00:00:12 00:00:10	100 100	100	100
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	13:00:00	2	2	Ø	100.0% 100.0%	0	Ø	0.00%	0	Ø	0.00% 0.00% 0.00%	00:00:10	00:00:10	00:04:14	00:04:14	00:00:10	00:00:10	100	100	100
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RealMarinaHotel/	13:00:00 14:00:00 15:00:00 16:00:00 17:00:00	2 1 2 3 3 2	2 1 2 3 3 2	9 9	100.0% 100.0% 100.0% 100.0% 100.0%	0 0 0 0 0	ØØØØØ	0.00% 0.00% 0.00% 0.00% 0.00%	0 0 0 0 0	Ø Ø Ø Ø	0.00% 0.00% 0.00% 0.00% 0.00%	00:00:10 00:00:15 00:00:15 00:00:15 00:00:15	00:00:10 00:00:11 00:00:10 00:00:11 00:00:10	00:04:14 00:07:29 00:05:45 00:02:31 00:03:33	00:04:14 00:04:14 00:03:21 00:01:47 00:01:53	00:00:10 00:00:17 00:00:13 00:00:22 00:00:16	00:00:10 00:00:17 00:00:13 00:00:22 00:00:16	100 100 100 100 100	100 100 100 100 100	100 100 100 100 100
RealMarinaHotel/	13:00:00 14:00:00 15:00:00 16:00:00 17:00:00	2 1 2 3 3 2 2	2 1 2 3 3 2 20	ØØØØØØ	100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 95.2%	0 0 0 0 0 0		0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	0 0 0 0 0 0	0 0	0.00% 0.00% 0.00% 0.00% 0.00% 4.76%	00:00:10 00:00:15 00:00:15 00:00:15 00:00:15	00:00:10 00:00:11 00:00:10 00:00:11 00:00:10	00:04:14 00:07:29 00:05:45 00:02:31 00:03:33 00:20:01	00:04:14 00:04:14 00:03:21 00:01:47 00:01:53 00:04:11	00:00:10 00:00:17 00:00:13 00:00:22 00:00:16 00:00:13	00:00:10 00:00:17 00:00:13 00:00:22 00:00:16 00:00:13	100 100 100 100 100 100	100 100 100 100 100 100	100 100 100 100 100 100
ealMarinaHotel/l	13:00:00 14:00:00 15:00:00 16:00:00 17:00:00 /Resi 09:00:00	2 1 2 3 3 2 2 21 2	2 1 2 3 3 2 2 20 2		100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 95.2% 100.0%	0 0 0 0 0 0 0		0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	0 0 0 0 0 0 0	0	0.00% 0.00% 0.00% 0.00% 0.00% 4.76% 0.00%	00:00:10 00:00:15 00:00:15 00:00:15 00:00:15 00:00:15	00:00:10 00:00:11 00:00:10 00:00:11 00:00:10 00:00:08	00:04:14 00:07:29 00:05:45 00:02:31 00:03:33 00:20:01 00:05:12	00:04:14 00:04:14 00:03:21 00:01:47 00:01:53 00:04:11 00:04:07	00:00:10 00:00:17 00:00:13 00:00:22 00:00:16 00:00:13 00:00:08	00:00:10 00:00:17 00:00:13 00:00:22 00:00:16 00:00:13 00:00:08	100 100 100 100 100 100	100 100 100 100 100 100	100 100 100 100 100 100

Service Performance Report

	12:00:00	2	2		100.0%	0	S	0.00%	0		0.00%	00:00:08	00:00:08	00:06:01	00:04:36	00:00:08	80:00:00	100	100	100
	14:00:00	4	4		100.0%	0		0.00%	0		0.00%	00:00:13	00:00:09	00:03:45	00:01:54	80:00:00	80:00:00	100	100	100
	15:00:00	3	3		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:10	00:20:01	00:06:02	00:00:14	00:00:14	100	100	100
	16:00:00	6	5	(1)	83.3%	0	Ø	0.00%	1	8	16.67%	00:00:15	00:00:10	00:16:41	00:04:53	00:00:15	00:00:15	100	100	100
12-01-2019		22	9	8	40.9%	1		4.55%	12	(54.55%	00:00:15	00:00:10	00:17:46	00:07:27	00:00:13	00:00:16	100	100	100
GrdRealSantaEul	ılalia	5	1	8	20.0%	0		0.00%	4	8	80.00%	00:00:15	00:00:08	00:05:28	00:05:28	00:00:11	00:00:27	100	100	100
	11:00:00	2	0		0.0%	0		0.00%	2		100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00	0	0	0
	14:00:00	1	1		100.0%	0	Ø	0.00%	0		0.00%	00:00:15	00:00:08	00:05:28	00:05:28	00:00:27	00:00:27	100	100	100
	15:00:00	2	0	(X)	0.0%	0		0.00%	2		100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00	0	0	0
OutrosAssuntos <i>A</i>		2	1		50.0%	0			1	(X)		00:00:12	00:00:12	00:17:46	00:17:46	00:00:10	00:00:12	100	100	100
	11:00:00	1	1		100.0%	0	Ø		0			00:00:12	00:00:12	00:17:46	00:17:46	00:00:12	00:00:12	100	100	100
	13:00:00	1	0		0.0%	0			1	8	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00	0	0	0
RealBellavistaHot		•				-			·									100	100	100
Realbellavistano		8	3	8	37.5%	1	<u>()</u>		4		00.0070	00:00:15	00:00:10	00:12:01	00:07:30	00:00:20	00:00:20			
	09:00:00	1	0		0.0%	1	S		0		0.00%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:40	00:00:00	0	0	100
	13:00:00	1	1	Ø	100.0%	0	Ø		0		0.00%	00:00:15	00:00:08	00:03:49	00:03:49	00:00:28	00:00:28	100	100	100
	14:00:00	2	1	U	50.0%	0	Ø	4.4474	1	8	50.00%	00:00:15	00:00:08	00:06:41	00:06:41	00:00:18	00:00:20	100	100	100
	15:00:00	4	1		25.0%	0	Ø	0.00%	3	8	75.00%	00:00:13	00:00:13	00:12:01	00:12:01	00:00:14	00:00:13	100	100	100
RealMarinaHotel/	/Resi	7	4	()	57.1%	0	②	0.00%	3	(42.86%	00:00:14	00:00:11	00:10:40	00:05:19	00:00:08	00:00:11	100	100	100
	10:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:08	00:00:08	00:10:40	00:10:40	80:00:00	80:00:00	100	100	100
	12:00:00	1	0	8	0.0%	0	Ø	0.00%	1	8	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00	0	0	0
	13:00:00	2	0	8	0.0%	0	S	0.00%	2	(X)	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:00	0	0	0
	14:00:00	2	2	Ø	100.0%	0	Ø	0.00%	0		0.00%	00:00:14	00:00:12	00:04:48	00:04:48	00:00:12	00:00:12	100	100	100
	15:00:00	1	1	②	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:13	00:00:13	00:01:01	00:01:01	00:00:13	00:00:13	100	100	100
14-01-2019		59	57		96.6%	0		0.00%	2		3.39%	00:00:16	00:00:10	00:14:17	00:02:55	00:00:14	00:00:14	100	100	100
GrdRealSantaEul	ılalia	29	28		96.6%	0	⊘		1	O		00:00:16	00:00:11	00:07:41	00:02:34	00:00:17	00:00:18	100	100	100
	09:00:00	5	5		100.0%	0			0		0.00%	00:00:15	00:00:11	00:04:29	00:02:33	00:00:12	00:00:12	100	100	100
	10:00:00	9	9		100.0%	0	Ø	0.00%	0		0.00%	00:00:16	00:00:12	00:03:14	00:01:51	00:00:20	00:00:20	100	100	100
	11:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:14	00:00:10	00:05:46	00:03:51	00:00:06	00:00:06	100	100	100
	12:00:00	3	3		100.0%	0		0.00%	0		0.00%	00:00:14	00:00:08	00:05:42	00:02:09	00:00:14	00:00:14	100	100	100
	13:00:00	2	1		50.0%	0			1	X	50.00%	00:00:04	00:00:04	00:04:36	00:04:36	00:00:04	00:00:04	100	100	100
	14:00:00	2	2		100.0%	0		4.4474	0		0.00%	00:00:15	00:00:12	00:05:42	00:03:54	00:00:37	00:00:37	100	100	100
	15:00:00	1	1		100.0%	0			0		0.00%	00:00:13	00:00:12	00:04:28		00:00:08	00:00:08	100	100	100
	16:00:00	3	•					4.4474							00:04:28			100		
			3		100.0%	0		******	0		0.00%	00:00:15	00:00:11	00:07:41	00:03:28	00:00:14	00:00:14		100	100
	17:00:00	1	1	9	100.0%	0	Ø		0	O	0.00%	00:00:12	00:00:12	00:02:07	00:02:07	00:00:12	00:00:12	100	100	100
	18:00:00	2	2	Ø	100.0%	0	9		0			00:00:15	00:00:09	00:01:10	00:00:59	00:00:37	00:00:37	100	100	100
Outros Assuntos A		2	1	(1)	50.0%	0	Ø		1	(3)		00:00:04	00:00:04	00:00:30	00:00:30	00:00:04	00:00:04	100	100	100
	12:00:00	1	0	(X)	0.0%	0	Ø		1	8		00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00	0	0	0
	17:00:00	1	1	Ø	100.0%	0		0.00%	0		0.00%	00:00:04	00:00:04	00:00:30	00:00:30	00:00:04	00:00:04	100	100	100
RealBellavistaHot	otel	10	10		100.0%	0	②	0.00%	0	②		00:00:15	00:00:09	00:06:09	00:02:41	00:00:11	00:00:11	100	100	100
												00 00 44	00.00.44	00.00.00	00.02.00	00.00.44	22.22.11			100
	09:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:11	00:00:11	00:02:00	00:02:00	00:00:11	00:00:11	100	100	
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	11:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:15	00:00:10	00:00:30	00:00:30	00:00:20	00:00:20	100	100	100
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	11:00:00 12:00:00 13:00:00 15:00:00	1 2 1 3	1 2 1 3	Ø Ø	100.0% 100.0% 100.0% 100.0%	0 0 0 0	9	0.00% 0.00% 0.00% 0.00% 0.00%	0 0 0 0	9	0.00% 0.00% 0.00% 0.00%	00:00:15 00:00:14 00:00:05 00:00:11	00:00:10 00:00:11 00:00:05 00:00:08	00:00:30 00:05:26 00:02:25 00:01:44	00:00:30 00:04:05 00:02:25 00:01:23	00:00:20 00:00:11 00:00:05 00:00:08	00:00:20 00:00:11 00:00:05 00:00:08	100 100 100 100	100 100 100 100	100 100 100 100
RealMarinaHotel/	11:00:00 12:00:00 13:00:00 15:00:00 16:00:00 17:00:00	1 2 1 3	1 2 1 3	9	100.0% 100.0% 100.0% 100.0% 100.0%	0 0 0 0	9	0.00% 0.00% 0.00% 0.00% 0.00%	0 0 0 0	9	0.00% 0.00% 0.00% 0.00% 0.00%	00:00:15 00:00:14 00:00:05 00:00:11 00:00:15	00:00:10 00:00:11 00:00:05 00:00:08 00:00:10	00:00:30 00:05:26 00:02:25 00:01:44 00:03:23	00:00:30 00:04:05 00:02:25 00:01:23 00:03:23	00:00:20 00:00:11 00:00:05 00:00:08 00:00:21	00:00:20 00:00:11 00:00:05 00:00:08 00:00:21	100 100 100 100 100	100 100 100 100 100	100 100 100 100 100

Service Performance Report

	44.00.00	0			400.00/			0.000/			0.000/	00.00.44	00.00.07	00.00.40	00.04.40	00.00.40	00.00.40	400	400	400
	11:00:00	3	3	9	100.0%	0		0.00%	0		0.00%	00:00:14	00:00:07	00:03:10	00:01:43	00:00:10	00:00:10	100	100	100
	12:00:00	1	1	9	100.0%	0	S	0.00%	0		0.00%	00:00:10	00:00:10	00:01:48	00:01:48	00:00:10	00:00:10	100	100	100
	13:00:00	3	3	9	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:11	00:00:09	00:06:23	00:03:44	00:00:09	00:00:09	100	100	100
	14:00:00	1	1	9	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:11	00:00:11	00:00:28	00:00:28	00:00:11	00:00:11	100	100	100
	15:00:00	4	4	9	100.0%	0	S	0.00%	0	Ø	0.00%	00:00:09	00:00:07	00:02:27	00:01:19	00:00:07	00:00:07	100	100	100
	16:00:00	3	3	S	100.0%	0	S	0.00%	0	S	0.00%	00:00:15	00:00:09	00:14:17	00:11:41	00:00:09	00:00:09	100	100	100
15-01-2019		53	48		90.6%	1	Ø	1.89%	4	②	7.55%	00:00:16	00:00:10	00:14:20	00:03:31	00:00:12	00:00:12	100	100	100
GrdRealSantaEu	ulalia	28	23	<u>()</u>	82.1%	1	②	3.57%	4		14.29%	00:00:15	00:00:10	00:14:20	00:04:41	00:00:13	00:00:12	100	100	100
	09:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:12	00:00:12	00:05:30	00:05:30	00:00:12	00:00:12	100	100	100
	10:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:12	00:04:16	00:03:15	00:00:12	00:00:12	100	100	100
	11:00:00	3	3		100.0%	0		0.00%	0		0.00%	00:00:10	00:00:06	00:03:33	00:01:42	80:00:00	80:00:00	100	100	100
	12:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:11	00:00:11	00:10:07	00:08:52	00:00:11	00:00:11	100	100	100
	13:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:10	00:00:10	00:02:21	00:02:21	00:00:10	00:00:10	100	100	100
	14:00:00	3	2	(1)	66.7%	1	(X)	33.33%	0		0.00%	00:00:15	00:00:11	00:04:31	00:03:20	00:00:23	00:00:21	100	100	100
	15:00:00	4	4	Ø	100.0%	0		0.00%	0		0.00%	00:00:15	00:00:11	00:13:13	00:05:21	00:00:13	00:00:13	100	100	100
	16:00:00	2	2	Ø	100.0%	0	②	0.00%	0	Ø	0.00%	00:00:13	00:00:11	00:04:40	00:02:57	00:00:11	00:00:11	100	100	100
	17:00:00	5	4	(1)	80.0%	0		0.00%	1	⊗	20.00%	00:00:15	00:00:10	00:14:20	00:05:19	00:00:14	00:00:13	100	100	100
	18:00:00	5	2	8	40.0%	0	Ø	0.00%	3	8	60.00%	00:00:12	00:00:10	00:09:15	00:09:08	00:00:11	00:00:10	100	100	100
RealBellavistaH	otel	12	12	Ø	100.0%	0	②	0.00%	0	Ø	0.00%	00:00:16	00:00:10	00:03:37	00:01:54	00:00:12	00:00:12	100	100	100
	10:00:00	2	2	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:10	00:00:09	00:01:45	00:01:16	00:00:10	00:00:10	100	100	100
	11:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:07	00:00:07	00:03:24	00:03:24	00:00:07	00:00:07	100	100	100
	12:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:15	00:00:08	00:02:14	00:02:14	00:00:24	00:00:24	100	100	100
	13:00:00	1	1	②	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:07	00:00:07	00:02:58	00:02:58	00:00:07	00:00:07	100	100	100
	14:00:00	3	3	②	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:15	00:00:11	00:03:37	00:02:19	00:00:18	00:00:18	100	100	100
	15:00:00	2	2	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:16	00:00:10	00:01:08	00:00:46	00:00:08	00:00:08	100	100	100
	17:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:09	00:00:09	00:01:40	00:01:40	00:00:09	00:00:09	100	100	100
	18:00:00	1	1	②	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:12	00:00:12	00:02:39	00:02:39	00:00:12	00:00:12	100	100	100
RealMarinaHote	el/Resi	13	13		100.0%	0	②	0.00%	0	②	0.00%	00:00:15	00:00:10	00:07:12	00:03:05	00:00:10	00:00:10	100	100	100
	10:00:00	2	2	Ø	100.0%	0		0.00%	0	Ø	0.00%	00:00:08	00:00:08	00:03:03	00:02:08	00:00:09	00:00:09	100	100	100
	11:00:00	2	2	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:13	00:00:09	00:03:36	00:01:57	00:00:10	00:00:10	100	100	100
	12:00:00	2	2	②	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:12	00:00:10	00:07:12	00:06:16	00:00:10	00:00:10	100	100	100
	13:00:00	2	2	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:10	00:00:08	00:05:02	00:03:14	00:00:08	00:00:08	100	100	100
	14:00:00	2	2	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:13	00:00:12	00:04:55	00:03:36	00:00:12	00:00:12	100	100	100
	15:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:11	00:00:10	00:04:52	00:02:39	00:00:08	00:00:08	100	100	100
	16:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:15	00:00:12	00:03:40	00:03:40	00:00:24	00:00:24	100	100	100
	19:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:06	00:00:06	00:00:57	00:00:57	00:00:06	00:00:06	100	100	100
16-01-2019		40	39	Ø	97.5%	1		2.50%	0		0.00%	00:00:15	00:00:10	00:10:20	00:03:41	00:00:13	00:00:14	100	100	100
GrdRealSantaEu	ulalia	16	15	Ø	93.8%	1	Ø	6.25%	0	②	0.00%	00:00:15	00:00:10	00:10:20	00:03:51	00:00:13	00:00:13	100	100	100
	10:00:00	1	1	Ø	100.0%	0		0.00%	0	Ø	0.00%	00:00:11	00:00:11	00:03:39	00:03:39	00:00:11	00:00:11	100	100	100
	11:00:00	3	3	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:15	00:00:10	00:05:21	00:02:24	00:00:09	00:00:09	100	100	100
	12:00:00	2	2	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:06	00:00:05	00:04:28	00:04:00	00:00:12	00:00:12	100	100	100
	13:00:00	2	2	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:12	00:00:09	00:04:56	00:04:32	00:00:09	00:00:09	100	100	100
	14:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:12	00:00:10	00:04:03	00:02:18	00:00:07	00:00:07	100	100	100
	15:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:06	00:00:06	00:10:20	00:10:20	00:00:06	00:00:06	100	100	100
	16:00:00	1	0	8	0.0%	1	(100.00%	0	Ø	0.00%	00:00:02	00:00:02	00:00:00	00:00:00	00:00:02	00:00:00	0	0	100
	1			1													20.00.04	400	400	100
	17:00:00	3	3		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:13	00:05:46	00:04:16	00:00:24	00:00:24	100	100	100
	17:00:00 18:00:00	3	3	Ø	100.0%	0		0.00%	0	3	0.00%	00:00:15 00:00:15	00:00:13 00:00:09	00:05:46 00:03:26	00:04:16	00:00:24	00:00:24	100	100	100

Service Performance Report

	17:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:05	00:00:05	00:03:02	00:03:02	00:00:05	00:00:05	100	100	100
RealBellavistaH		9	9		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:10	00:09:17	00:03:27	00:00:13	00:00:13	100	100	100
	12:00:00	2	2		100.0%	0		0.00%	0	Ø	0.00%	00:00:09	00:00:07	00:06:45	00:04:05	00:00:08	00:00:08	100	100	100
	13:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:07	00:00:07	00:01:40	00:01:40	00:00:08	00:00:08	100	100	100
	14:00:00	1	1	Ø	100.0%	0		0.00%	0		0.00%	00:00:09	00:00:09	00:05:30	00:05:30	00:00:09	00:00:09	100	100	100
	15:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:14	00:00:09	00:00:56	00:00:39	00:00:14	00:00:14	100	100	100
	16:00:00	1	1	Ø	100.0%	0		0.00%	0		0.00%	00:00:15	00:00:13	00:09:17	00:09:17	00:00:26	00:00:26	100	100	100
	17:00:00	2	2	Ø	100.0%	0		0.00%	0		0.00%	00:00:15	00:00:11	00:03:01	00:01:58	00:00:16	00:00:16	100	100	100
	18:00:00	1	1	Ø	100.0%	0		0.00%	0		0.00%	00:00:10	00:00:10	00:04:39	00:04:39	00:00:10	00:00:10	100	100	100
RealMarinaHote	el/Resi	14	14		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:10	00:09:14	00:03:42	00:00:15	00:00:15	100	100	100
	09:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:10	00:00:08	00:02:27	00:02:27	00:00:08	00:00:08	100	100	100
	10:00:00	3	3	Ø	100.0%	0		0.00%	0		0.00%	00:00:12	00:00:09	00:06:40	00:05:21	00:00:09	00:00:09	100	100	100
	11:00:00	2	2	Ø	100.0%	0		0.00%	0		0.00%	00:00:15	00:00:10	00:09:14	00:05:57	00:00:15	00:00:15	100	100	100
	12:00:00	2	2	Ø	100.0%	0		0.00%	0		0.00%	00:00:15	00:00:10	00:03:07	00:02:10	00:00:15	00:00:15	100	100	100
	13:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:12	00:06:33	00:03:57	00:00:12	00:00:12	100	100	100
	14:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:12	00:00:09	00:03:40	00:02:03	00:00:06	00:00:06	100	100	100
	16:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:13	00:00:58	00:00:58	00:00:40	00:00:40	100	100	100
	17:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:12	00:05:28	00:05:28	00:00:37	00:00:37	100	100	100
17-01-2019		30	29		96.7%	1		3.33%	0		0.00%	00:00:21	00:00:10	00:10:28	00:02:54	00:00:12	00:00:11	100	100	100
GrdRealSantaE	ulalia	8	8	⊘	100.0%	0	O	0.00%	0	O	0.00%	00:00:15	00:00:10	00:07:42	00:04:26	00:00:13	00:00:13	100	100	100
	10:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:14	00:07:42	00:07:42	00:00:27	00:00:27	100	100	100
	11:00:00	4	4		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:11	00:05:57	00:04:39	00:00:14	00:00:14	100	100	100
	16:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:08	00:00:08	00:06:21	00:06:21	00:00:08	00:00:08	100	100	100
	17:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:05	00:00:05	00:01:11	00:01:11	00:00:05	00:00:05	100	100	100
	18:00:00	1	1	Ø	100.0%	0		0.00%	0		0.00%	00:00:08	00:00:08	00:01:39	00:01:39	00:00:08	00:00:08	100	100	100
RealBellavistaH	lotel	12	11		91.7%	1		8.33%	0		0.00%	00:00:21	00:00:11	00:05:01	00:01:59	00:00:13	00:00:12	100	100	100
	09:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:07	00:00:07	00:00:58	00:00:58	00:00:07	00:00:07	100	100	100
	10:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:11	00:04:01	00:03:18	00:00:16	00:00:16	100	100	100
	11:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:10	00:00:10	00:01:08	00:01:08	00:00:10	00:00:10	100	100	100
	12:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:13	00:00:10	00:02:04	00:01:48	00:00:13	00:00:13	100	100	100
	14:00:00	4	3	()	75.0%	1	8	25.00%	0		0.00%	00:00:21	00:00:12	00:04:16	00:01:55	00:00:12	00:00:10	100	100	100
	15:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:10	00:00:10	00:00:42	00:00:42	00:00:10	00:00:10	100	100	100
	16:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:11	00:00:11	00:00:00	00:00:00	00:00:11	00:00:11	100	100	100
	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	0	0	0
	18:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:04	00:00:04	00:05:01	00:05:01	00:00:19	00:00:19	100	100	100
RealMarinaHote		10	10		100.0%	0		0.00%	0		0.00%	00:00:14	00:00:09	00:10:28	00:02:46	00:00:09	00:00:09	100	100	100
	10:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:09	00:00:08	00:10:28	00:06:09	00:00:08	00:00:08	100	100	100
	12:00:00	3	3	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:14	00:00:08	00:03:20	00:02:19	00:00:08	00:00:08	100	100	100
	13:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:09	00:00:09	00:01:54	00:01:54	00:00:09	00:00:09	100	100	100
	14:00:00	1	1		100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:13	00:00:13	00:01:32	00:01:32	00:00:13	00:00:13	100	100	100
	16:00:00	1	1		100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:10	00:00:10	00:01:09	00:01:09	00:00:10	00:00:10	100	100	100
	17:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:10	00:00:10	00:01:02	00:01:02	00:00:10	00:00:10	100	100	100
	18:00:00	1	1	Ø	100.0%	0		0.00%	0		0.00%	00:00:12	00:00:12	00:02:44	00:02:44	00:00:12	00:00:12	100	100	100
8-01-2019		31	31		100.0%	0		0.00%	0		0.00%	00:00:16	00:00:09	00:07:32	00:02:32	00:00:12	00:00:12	100	100	100
o-01-2019 SrdRealSantaE	ulalia	16	16		100.0%	0	O	0.00%	0		0.00%	00:00:16	00:00:09	00:07:32	00:02:38	00:00:11	00:00:11	100	100	100
	09:00:00	1	1	O	100.0%	0	O	0.00%	0	0	0.00%	00:00:16	00:00:10	00:00:25	00:00:25	00:00:11	00:00:11	100	100	100
	10:00:00	3	3		100.0%	0		0.00%	0		0.00%	00:00:11	00:00:11	00:04:58	00:02:51	00:00:11	00:00:11	100	100	100
	11:00:00	3	3		100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:10	00:00:09	00:04:35	00:02:31	00:00:09	00:00:09	100	100	100
	11.00.00		3		100.070			0.00/0			0.00/0	00.00.11	00.00.03	00.00.00	00.00.20	00.00.03	00.00.03	100	100	100

Service Performance Report

	10.00.00				400.00/			0.000/			0.000/	00.00.45	00.00.40	00.00.05	00.04.55	00.00.40	00.00.40	100	100	100
	12:00:00	2	2	9	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:15	00:00:12	00:02:35	00:01:55	00:00:18	00:00:18	100	100	100
	13:00:00	2	2	9	100.0%	0	9	0.00%	0	Ø	0.00%	00:00:08	00:00:06	00:02:07	00:01:13	00:00:08	00:00:08	100	100	100
	14:00:00	3	3	9	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:15	00:00:10	00:04:47	00:02:57	00:00:10	00:00:10	100	100	100
	15:00:00	1	1	9	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:04	00:00:04	00:01:18	00:01:18	00:00:04	00:00:04	100	100	100
	16:00:00	1	1		100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:10	00:00:10	00:07:32	00:07:32	00:00:11	00:00:11	100	100	100
OutrosAssuntos	_	1	1	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:05	00:00:05	00:01:06	00:01:06	00:00:05	00:00:05	100	100	100
	15:00:00	1	1	S	100.0%	0	S	0.00%	0	Ø	0.00%	00:00:05	00:00:05	00:01:06	00:01:06	00:00:05	00:00:05	100	100	100
RealBellavistaHo		4	4	Ø	100.0%	0	②	0.00%	0	Ø	0.00%	00:00:15	00:00:08	00:04:23	00:01:50	00:00:13	00:00:13	100	100	100
	09:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:11	00:00:11	00:00:54	00:00:54	00:00:11	00:00:11	100	100	100
	10:00:00	1	1	9	100.0%	0	Ø	0.00%	0		0.00%	00:00:10	00:00:10	00:02:19	00:02:19	00:00:10	00:00:10	100	100	100
	14:00:00	1	1		100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:07	00:00:04	00:01:17	00:00:46	00:00:07	00:00:07	100	100	100
	18:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:08	00:04:23	00:04:23	00:00:23	00:00:23	100	100	100
RealMarinaHotel	I/Resi	10	10	②	100.0%	0	\bigcirc	0.00%	0		0.00%	00:00:15	00:00:10	00:05:01	00:02:50	00:00:13	00:00:13	100	100	100
	11:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:09	80:00:00	00:04:45	00:03:26	00:00:08	00:00:08	100	100	100
	14:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:11	00:00:11	00:04:35	00:04:35	00:00:11	00:00:11	100	100	100
	15:00:00	6	6		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:10	00:05:01	00:02:29	00:00:14	00:00:14	100	100	100
	16:00:00	1	1	Ø	100.0%	0		0.00%	0		0.00%	00:00:15	00:00:10	00:02:25	00:02:25	00:00:20	00:00:20	100	100	100
19-01-2019		12	8	<u>()</u>	66.7%	1	②	8.33%	3	(3)	25.00%	00:00:15	00:00:09	00:08:32	00:04:56	00:00:10	00:00:11	100	100	100
GrdRealSantaEu	ılalia	2	2	Ø	100.0%	0	②	0.00%	0	Ø	0.00%	00:00:10	00:00:08	00:08:32	00:07:45	00:00:08	00:00:08	100	100	100
	10:00:00	1	1	Ø	100.0%	0		0.00%	0	Ø	0.00%	00:00:10	00:00:10	00:08:32	00:08:32	00:00:10	00:00:10	100	100	100
	16:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:05	00:00:05	00:06:58	00:06:58	00:00:05	00:00:05	100	100	100
RealBellavistaHo	otel	2	1	<u>()</u>	50.0%	1	(3)	50.00%	0		0.00%	00:00:12	00:00:12	00:07:04	00:07:04	00:00:08	00:00:12	100	100	100
	13:00:00	2	1		50.0%	1	8	50.00%	0	Ø	0.00%	00:00:12	00:00:12	00:07:04	00:07:04	00:00:08	00:00:12	100	100	100
RealMarinaHotel	I/Resi	8	5		62.5%	0		0.00%	3		37.50%	00:00:15	00:00:09	00:06:03	00:03:23	00:00:12	00:00:12	100	100	100
	10:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:09	00:00:09	00:06:03	00:06:03	00:00:09	00:00:09	100	100	100
	12:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:09	00:01:57	00:01:30	00:00:15	00:00:15	100	100	100
	13:00:00	1	0	8	0.0%	0		0.00%	1	8	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00	0	0	0
	14:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:11	00:00:11	00:04:45	00:04:45	00:00:11	00:00:11	100	100	100
	16:00:00	3	1		33.3%	0		0.00%	2		66.67%	00:00:08	00:00:08	00:03:06	00:03:06	00:00:13	00:00:08	100	100	100
21-01-2019	101000	44	43		97.7%	0			1		2.27%	00:00:15	00:00:10	00:13:06	00:03:29	00:00:12	00:00:12	100	100	100
GrdRealSantaEu	ılalia	22	22		100.0%	0	O	0.00%	0	O	0.00%	00:00:15	00:00:10	00:13:06	00:03:24	00:00:12	00:00:12	100	100	100
	09:00:00	2	2		100.0%	0	Ø	0.00%	0		0.00%	00:00:13	00:00:10	00:06:06	00:03:48	00:00:10	00:00:10	100	100	100
	10:00:00	6	6		100.0%	0			0		0.00%	00:00:14	00:00:08	00:13:06	00:05:04	00:00:08	00:00:08	100	100	100
	11:00:00	3	3		100.0%	0			0		0.00%	00:00:15	00:00:10	00:05:22	00:02:51	00:00:13	00:00:13	100	100	100
	12:00:00	2	2		100.0%	0			0		0.00%	00:00:15	00:00:10	00:06:48	00:02:01	00:00:18	00:00:18	100	100	100
	13:00:00	3	3	Ø	100.0%	0		0.00%	0	Ø	0.00%	00:00:13	00:00:10	00:03:25	00:04:03	00:00:10	00:00:10	100	100	100
	14:00:00	4	4	Ø	100.0%	0			0		0.00%	00:00:11	00:00:10	00:05:33	00:01:48	00:00:10	00:00:10	100	100	100
	15:00:00	1	1	Ø	100.0%	0		0.00%	0		0.00%	00:00:15	00:00:12	00:00:46	00:03:36	00:00:20	00:00:20	100	100	100
	17:00:00	1	1	Ø	100.0%	-	3			O	0.00%						00:00:05	100		100
Durtue a Account		-	·			0			0			00:00:11	00:00:11	00:02:59	00:02:59	00:00:11			100	
Outros Assuntos		2	2	Ø	100.0%	0	⊘	0.00%	0	2	0.00%	00:00:14	00:00:10	00:06:01	00:05:32	00:00:10	00:00:10	100	100	100
	12:00:00	1	1	9	100.0%	0	2	0.00%	0		0.00%	00:00:07	00:00:07	00:06:01	00:06:01	00:00:07	00:00:07	100	100	100
	15:00:00	1	1	9	100.0%	0	Ø		0	⊘	0.00%	00:00:14	00:00:14	00:05:03	00:05:03	00:00:14	00:00:14	100	100	100
RealBellavistaHo		8	8	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:15	00:00:10	00:07:28	00:03:06	00:00:15	00:00:15	100	100	100
	11:00:00	1	1	9	100.0%	0	Ø		0	Ø	0.00%	00:00:04	00:00:04	00:02:14	00:02:14	00:00:04	00:00:04	100	100	100
	12:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:07	00:00:07	00:01:30	00:01:30	00:00:07	00:00:07	100	100	100
	14:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:12	00:00:12	00:02:13	00:01:37	00:00:12	00:00:12	100	100	100
	15:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:07	00:00:07	00:06:47	00:06:47	00:00:07	00:00:07	100	100	100
	16:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:11	00:07:28	00:05:14	00:00:16	00:00:16	100	100	100

Service Performance Report

	18:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:11	00:00:31	00:00:31	00:00:41	00:00:41	100	100	100
RealMarinaHot	tel/Resi	12	11		91.7%	0		0.00%	1		8.33%	00:00:15	00:00:10	00:12:21	00:03:34	00:00:11	00:00:11	100	100	100
	09:00:00	1	1	Ø	100.0%	0	Ø		0		0.00%	00:00:14	00:00:14	00:01:39	00:01:39	00:00:14	00:00:14	100	100	100
	11:00:00	2	2	Ø	100.0%	0		0.00%	0		0.00%	00:00:09	00:00:07	00:02:09	00:01:38	00:00:07	00:00:07	100	100	100
	12:00:00	1	1	Ø	100.0%	0		0.00%	0		0.00%	00:00:15	00:00:12	00:04:19	00:04:19	00:00:26	00:00:26	100	100	100
	14:00:00	1	1	Ø	100.0%	0		0.00%	0	Ø	0.00%	00:00:10	00:00:10	00:01:44	00:01:44	00:00:10	00:00:10	100	100	100
	15:00:00	2	2	Ø	100.0%	0		0.00%	0		0.00%	00:00:13	00:00:10	00:12:21	00:07:57	00:00:10	00:00:10	100	100	100
	17:00:00	2	2	Ø	100.0%	0		0.00%	0		0.00%	00:00:12	00:00:10	00:01:17	00:01:14	00:00:10	00:00:10	100	100	100
	18:00:00	1	1		100.0%	0			0		0.00%	00:00:12	00:00:12	00:01:35	00:01:35	00:00:13	00:00:13	100	100	100
	19:00:00	2	1		50.0%	0			1	(X)	50.00%	00:00:08	00:00:08	00:08:22	00:08:22	00:00:10	00:00:08	100	100	100
22-01-2019		42	40		95.2%	2			0		0.00%	00:00:24	00:00:10	00:12:39	00:03:05	00:00:16	00:00:13	98	100	98
GrdRealSantal	Eulalia	19	18		94.7%	1	⊘		0	O	0.00%	00:00:15	00:00:10	00:11:41	00:03:06	00:00:23	00:00:16	95	100	95
	09:00:00	2	2		100.0%	0			0		0.00%	00:00:15	00:00:10	00:03:00	00:02:37	00:00:18	00:00:18	100	100	100
	10:00:00	1	1		100.0%	0			0		0.00%	00:00:15	00:00:10	00:01:46	00:01:46	00:00:21	00:00:21	100	100	100
	11:00:00	3	3		100.0%	0			0		0.00%	00:00:13	00:00:07	00:08:55	00:04:16	00:00:09	00:00:09	100	100	100
	13:00:00	1	1		100.0%	0			0		0.00%	00:00:10	00:00:10	00:03:39	00:03:39	00:00:10	00:00:10	100	100	100
	14:00:00	1	1		100.0%	0			0		0.00%	00:00:10	00:00:10	00:01:42	00:01:42	00:00:10	00:00:10	100	100	100
	15:00:00	3	3		100.0%	0			0		0.00%	00:00:15	00:00:10	00:04:04	00:03:10	00:00:10	00:00:10	100	100	100
	16:00:00	4	4		100.0%	0			0		0.00%	00:00:15	00:00:09	00:11:41	00:03:10	00:00:11	00:00:11	100	100	100
	17:00:00	2	2	3	100.0%	0	O		0	O	0.00%	00:00:15	00:00:11	00:03:55	00:03:20	00:00:11	00:00:11	100	100	100
	18:00:00	2	1		50.0%	1	(X)	50.00%	0		0.00%	00:00:15	00:00:11	00:04:01	00:04:01	00:01:20	00:00:06	50	100	50
OutrosAssunto			•			·			-					00:00:20	00:00:20	00:00:24	00:00:24	100	100	100
OutrosAssunt	12:00:00	1	1		100.0% 100.0%	0	⊘		0	⊘	0.00% 0.00%	00:00:24 00:00:24	00:00:24 00:00:24	00:00:20	00:00:20	00:00:24	00:00:24	100	100	100
RealBellavistal		·				_			-					00:07:00	00:02:55	00:00:24	00:00:24	100	100	100
realDellavistal	09:00:00	9	9		100.0% 100.0%	0	⊘		0		0.00% 0.00%	00:00:14 00:00:14	00:00:09 00:00:14	00:03:49	00:02:33	00:00:14	00:00:14	100	100	100
	10:00:00	1	1		100.0%	0			0		0.00%	00:00:06	00:00:14	00:00:41	00:00:41	00:00:06	00:00:14	100	100	100
	12:00:00	1	1	3	100.0%	0	O		0	O	0.00%	00:00:13	00:00:13	00:03:58	00:03:58	00:00:13	00:00:13	100	100	100
	14:00:00	2	2	9	100.0%	0			0		0.00%	00:00:13	00:00:13	00:06:25	00:03:31	00:00:10	00:00:13	100	100	100
	15:00:00	1	1	3	100.0%	0		0.0070	0		0.00%	00:00:11	00:00:10	00:00:23	00:00:54	00:00:10	00:00:10	100	100	100
	16:00:00	2	2	Ø	100.0%	0			0		0.00%	00:00:12	00:00:09	00:07:00	00:00:34	00:00:08	00:00:08	100	100	100
		2	4			0			0		0.00%									
DaalMarinallat	17:00:00	ı	1		100.0%			0.0070	-		0.0070	00:00:07	00:00:07	00:05:07	00:05:07	00:00:07	00:00:07	100	100	100
RealMarinaHot		13	12		92.3%	1	⊘		0		0.00%	00:00:15	00:00:09	00:12:39	00:03:21	00:00:11	00:00:12	100	100	100
	09:00:00	3	3		100.0%	0			0		0.00%	00:00:14	00:00:12	00:02:13	00:01:21	00:00:12	00:00:12	100	100	100
	10:00:00	2	2		100.0%	0			0	Ø	0.00%	00:00:11	00:00:10	00:02:40	00:02:11	00:00:10	00:00:10	100	100	100
	11:00:00	3	2		66.7%	1	8		0	Ø	0.00%	00:00:09	00:00:07	00:03:54	00:03:14	00:00:07	00:00:08	100	100	100
	12:00:00	1	1		100.0%	0			0	9	0.00%	00:00:08	00:00:08	00:05:10	00:05:10	00:00:08	00:00:08	100	100	100
	13:00:00		·		100.0%	0	Ø		0		0.00%	00:00:10	00:00:10	00:12:39	00:12:39	00:00:10	00:00:10	100	100	100
	15:00:00	1	1		100.0%	0	Ø		0	Ø	0.00%	00:00:05	00:00:05	00:06:41	00:06:41	00:00:05	00:00:05	100	100	100
	16:00:00	1	1	Ø	100.0%	0			0	Ø	0.00%	00:00:15	00:00:11	00:03:05	00:01:07	00:00:19	00:00:19	100	100	100
	17:00:00	1	1	⊘	100.0%	0	Ø		0	9	0.00%	00:00:02	00:00:02	00:06:28	00:06:28	00:00:23	00:00:23	100	100	100
23-01-2019		31	30	Ø	96.8%	0	⊘		1	2	3.23%	00:00:16	00:00:10	00:11:10	00:03:58	00:00:12	00:00:12	100	100	100
GrdRealSantaE		11	11	②	100.0%	0	②		0		0.00%	00:00:15	00:00:09	00:07:49	00:04:59	00:00:10	00:00:10	100	100	100
	09:00:00	1	1	Ø	100.0%	0	Ø		0	Ø	0.00%	00:00:11	00:00:11	00:00:40	00:00:40	00:00:11	00:00:11	100	100	100
	10:00:00	1	1	Ø	100.0%	0	9		0	Ø	0.00%	00:00:15	00:00:15	00:07:33	00:07:33	00:00:15	00:00:15	100	100	100
	13:00:00	1	1	9	100.0%	0	9	0.00%	0	9	0.00%	00:00:07	00:00:07	00:02:54	00:02:54	00:00:07	00:00:07	100	100	100
	14:00:00	2	2	S	100.0%	0	Ø		0	Ø	0.00%	00:00:09	00:00:08	00:06:36	00:06:15	00:00:08	80:00:00	100	100	100
	15:00:00	1	1	Ø	100.0%	0	Ø		0	Ø	0.00%	00:00:12	00:00:12	00:07:49	00:07:49	00:00:12	00:00:12	100	100	100
	16:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:12	00:06:48	00:06:48	00:00:25	00:00:25	100	100	100

Service Performance Report

	17:00:00	4	4		100.0%	0		0.00%	0		0.00%	00:00:11	00:00:06	00:05:40	00:04:10	00:00:06	00:00:06	100	100	100
OutrosAssuntos		2	2		100.0%	0		0.00%	0		0.00%	00:00:11	00:00:10	00:04:22	00:03:02	00:00:10	00:00:10	100	100	100
J	11:00:00	1	1	O	100.0%	0		0.00%	0		0.00%	00:00:10	00:00:10	00:04:12	00:02:22	00:00:05	00:00:05	100	100	100
	14:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:16	00:00:16	00:04:12	00:04:22	00:00:16	00:00:16	100	100	100
RealBellavistaHe		10	10		100.0%	0		0.00%	_		0.00%	00:00:15	00:00:11	00:07:03	00:03:00	00:00:15	00:00:15	100	100	100
real Bella Vistai i	09:00:00	10	10	3	100.0%	0		0.00%	0		0.00%	00:00:15	00:00:11	00:00:46	00:00:46	00:00:23	00:00:23	100	100	100
	10:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:09	00:00:08	00:06:42	00:05:04	00:00:08	00:00:08	100	100	100
	12:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:04	00:00:04	00:02:12	00:02:12	00:00:04	00:00:04	100	100	100
	15:00:00	3	3		100.0%	0		0.00%	0		0.00%	00:00:14	00:00:14	00:01:15	00:00:57	00:00:04	00:00:14	100	100	100
	16:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:14	00:00:14	00:07:03	00:07:03	00:00:14	00:00:14	100	100	100
	18:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:13	00:00:13	00:05:29	00:03:32	00:00:13	00:00:13	100	100	100
RealMarinaHote						_								00:11:10	00:04:10	00:00:10	00:00:10	100	100	100
Realivial Illariote	10:00:00	8	7	⊘	87.5% 100.0%	0		0.00% 0.00%	1		12.50% 0.00%	00:00:15 00:00:15	00:00:09 00:00:12	00:11:10	00:04:10	00:00:11	00:00:11	100	100	100
	12:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:13	00:00:12	00:11:10	00:11:10	00:00:24	00:00:24	100	100	100
		1	1	Ø		0			0									100	100	
	13:00:00 16:00:00	1	1	3	100.0%	0	O	0.00%	0	O	0.00%	00:00:09	00:00:09	00:00:50 00:00:56	00:00:50	00:00:09	00:00:09	100	100	100
	17:00:00	4	3		75.0%	0		0.00%	1	S	25.00%	00:00:08	00:00:08		00:00:56	00:00:08	00:00:08	100	100	100
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	18:00:00	1	0		0.0%	1	(S)	100.00%	0		0.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:39	00:00:00	0	0	100
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25-01-2019	ulalia	46	43	⊘	93.5%	3	2	6.52%	0	2	0.00%	00:00:36	00:00:11	00:19:08	00:03:51	00:00:15	00:00:12	100	100	100
GrdRealSantaEu		26	25	Ø	96.2%	1	②	3.85%	0	O	0.00%	00:00:16	00:00:10	00:14:46	00:03:50	00:00:13	00:00:13	100	100	100
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Service Performance Report

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	17:00:00	2	2	Ø	100.0%	0	9	0.00%	0	Ø	0.00%	00:00:15	00:00:12	00:05:28	00:04:38	00:00:18	00:00:18	100	100	100
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	12:00:00	3	3		100.0%	0		0.00%	0	Ø	0.00%	00:00:13	00:00:10	00:01:04	00:00:39	00:00:10	00:00:10	100	100	100
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	10:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:04	00:00:04	00:09:54	00:09:54	00:00:04	00:00:04	100	100	100
	14:00:00	5	2	S	40.0%	0		0.00%	3		60.00%	00:00:15	00:00:09	00:04:27	00:04:04	00:00:12	00:00:14	100	100	100
	15:00:00	1	1	S	100.0%	0		0.00%	0		0.00%	00:00:15	00:00:15	00:01:24	00:01:24	00:00:15	00:00:15	100	100	100
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RealBellavistaH		3	1		33.3%	0		0.00%	2		66.67%	00:00:07	00:00:07	00:02:50	00:02:50	00:00:13	00:00:07	100	100	100
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	15:00:00	1	1	9	100.0%	0	Ø	0.00%	0	O	0.00%	00:00:13	00:00:13	00:18.12	00:18.12	00:00:13	00:00:13	100	100	100
	16:00:00	1	1	9	100.0%	0		0.00%	0	O	0.00%	00:00:08	00:00:08	00:04:24	00:04:24	00:00:08	00:00:08	100	100	100
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	12:00:00	3	3		100.0%	0		0.00%	0		0.00%	00:00:07	00:00:07	00:05:46	00:05:46	00:00:10	00:00:07	100	100	100
	13:00:00	1	1	9	100.0%	0		0.00%	0		0.00%	00:00:14	00:00:10	00:04:40	00:02:19	00:00:10	00:00:10	100	100	100
	14:00:00	2	2	9	100.0%	0		0.00%	0		0.00%	00:00:07	00:00:07	00:04:03	00:03:36	00:00:11	00:00:07	100	100	100
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Service Performance Report

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	18:00:00	1	1	S	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:15	00:00:12	00:01:12	00:01:12	00:00:24	00:00:24	100	100	100
OutrosAssunto	sAlgarv	3	1	8	33.3%	0	②	0.00%	2	(3)	66.67%	00:00:08	00:00:08	00:00:51	00:00:51	00:00:10	00:00:08	100	100	100
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	10:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:08	00:00:08	00:00:50	00:00:50	00:00:09	00:00:09	100	100	100
	11:00:00	1	1	②	100.0%	0	②	0.00%	0	Ø	0.00%	00:00:13	00:00:13	00:01:23	00:01:23	00:00:13	00:00:13	100	100	100
	12:00:00	1	1	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:12	00:00:12	00:00:28	00:00:28	00:00:12	00:00:12	100	100	100
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	16:00:00	1	1	Ø	100.0%	0	S	0.00%	0	Ø	0.00%	00:00:15	00:00:14	00:01:25	00:01:25	00:00:27	00:00:27	100	100	100
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	18:00:00	3	2	()	66.7%	0		0.00%	1	8	33.33%	00:00:15	00:00:10	00:01:33	00:01:30	00:00:19	00:00:21	100	100	100
RealMarinaHote		12	12		100.0%	0			0			00:00:15	00:00:10	00:09:35	00:04:21	00:00:12	00:00:12	100	100	100
	09:00:00	3	3		100.0%	0			0			00:00:15	00:00:10	00:07:24	00:03:34	00:00:18	00:00:18	100	100	100
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	16:00:00	1	1	O	100.0%	0			0		0.00%	00:00:11	00:00:13	00:04:37	00:02:40	00:00:13	00:00:13	100	100	100
	17:00:00	1	1	0		0	S		-										100	100
	17.00.00		·		100.0%				0		0.00%	00:00:08	00:00:08	00:07:20	00:07:20	00:00:08	00:00:08	100		
29-01-2019	anta l'a	42	39	⊘	92.9%	1	2		2	2		00:00:15	00:00:10	00:15:37	00:03:35	00:00:14	00:00:13	100	100	100
GrdRealSantaE		25	23	Ø	92.0%	1	②		1	②		00:00:15	00:00:10	00:15:37	00:03:12	00:00:14	00:00:13	100	100	100
	10:00:00	2	2	Ø	100.0%	0			0	Ø	0.00%	00:00:15	00:00:13	00:02:50	00:02:10	00:00:19	00:00:19	100	100	100
	11:00:00	5	5	Ø	100.0%	0	Ø		0		0.00%	00:00:11	00:00:09	00:03:21	00:01:51	00:00:09	00:00:09	100	100	100
	12:00:00	3	3	Ø	100.0%	0	Ø		0	Ø	0.00%	00:00:15	00:00:12	00:15:37	00:06:45	00:00:16	00:00:16	100	100	100
	13:00:00	1	1	Ø	100.0%	0	Ø	0.0070	0	Ø	0.00%	00:00:13	00:00:13	00:04:57	00:04:57	00:00:13	00:00:13	100	100	100
	14:00:00	3	3	Ø	100.0%	0	Ø		0	Ø	0.00%	00:00:12	00:00:08	00:03:10	00:02:05	00:00:07	00:00:07	100	100	100
	15:00:00	4	4		100.0%	0	S	0.00%	0	Ø	0.00%	00:00:15	00:00:09	00:04:09	00:02:15	00:00:12	00:00:12	100	100	100
	16:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:15	00:00:11	00:03:08	00:01:54	00:00:21	00:00:21	100	100	100
	17:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:11	00:00:10	00:01:45	00:01:42	00:00:10	00:00:10	100	100	100
	18:00:00	4	2		50.0%	1		25.00%	1	(X)	25.00%	00:00:15	00:00:11	00:09:34	00:08:17	00:00:22	00:00:21	100	100	100
OutrosAssunto	sAlgarv	2	2	Ø	100.0%	0	②	0.00%	0	②	0.00%	00:00:10	00:00:08	00:01:05	00:00:49	80:00:00	00:00:08	100	100	100
	11:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:10	00:00:10	00:01:05	00:01:05	00:00:10	00:00:10	100	100	100
	12:00:00	1	1	②	100.0%	0		0.00%	0		0.00%	00:00:07	00:00:07	00:00:33	00:00:33	00:00:07	00:00:07	100	100	100
RealBellavistaH	lotel	5	4	0	80.0%	0	②	0.00%	1	(3)	20.00%	00:00:14	00:00:11	00:12:11	00:04:50	00:00:10	00:00:11	100	100	100
	10:00:00	1	1	Ø	100.0%	0		0.00%	0		0.00%	00:00:14	00:00:14	00:06:35	00:06:35	00:00:14	00:00:14	100	100	100
	11:00:00	1	1	Ø	100.0%	0	②	0.00%	0	Ø	0.00%	00:00:07	00:00:07	00:00:52	00:00:52	00:00:07	00:00:07	100	100	100
	16:00:00	2	2	Ø	100.0%	0	Ø	0.00%	0	Ø	0.00%	00:00:14	00:00:12	00:12:11	00:05:34	00:00:12	00:00:12	100	100	100
	18:00:00	1	0	8	0.0%	0	Ø	0.00%	1	(X)	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00	0	0	0
RealMarinaHote	el/Resi	10	10	②	100.0%	0	②	0.00%	0	②	0.00%	00:00:15	00:00:11	00:08:45	00:04:20	00:00:16	00:00:16	100	100	100
	10:00:00	1	1	Ø	100.0%	0	Ø		0	Ø	0.00%	00:00:07	00:00:07	00:08:45	00:08:45	00:00:07	00:00:07	100	100	100
	11:00:00	2	2	Ø	100.0%	0		0.00%	0		0.00%	00:00:15	00:00:10	00:04:57	00:04:34	00:00:14	00:00:14	100	100	100
	12:00:00	1	1	Ø	100.0%	0			0		0.00%	00:00:13	00:00:13	00:04:57	00:04:57	00:00:13	00:00:13	100	100	100
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Service Performance Report

	13:00:00	1	1			100.0%	0		0.00%	0		0.00%	00:00:07	00:00:04	00:02:32	00:01:42	00:00:07	00:00:07	100	100	100
	14:00:00	2	2			100.0%	0		0.00%	0	S	0.00%	00:00:13	00:00:12	00:06:41	00:06:08	00:00:12	00:00:12	100	100	100
	15:00:00	2	2			100.0%	0	3	0.00%	0	Ø	0.00%	00:00:15	00:00:13	00:05:07	00:02:36	00:00:20	00:00:20	100	100	100
	17:00:00	1	1			100.0%	0	②	0.00%	0	②	0.00%	00:00:15	00:00:13	00:05:46	00:05:46	00:00:39	00:00:39	100	100	100
30-01-2019		44	42	2		95.5%	1		2.27%	1		2.27%	00:00:15	00:00:09	00:08:43	00:03:21	00:00:11	00:00:12	100	100	100
GrdRealSantaE	ulalia	19	18	3		94.7%	1		5.26%	0	O	0.00%	00:00:15	00:00:09	00:08:43	00:03:16	00:00:12	00:00:12	100	100	100
	09:00:00	2	2			100.0%	0	3		0		0.00%	00:00:12	00:00:12	00:01:02	00:00:46	00:00:12	00:00:12	100	100	100
	10:00:00	4	4			100.0%	0	3	0.00%	0	Ø	0.00%	00:00:08	00:00:06	00:06:50	00:02:11	00:00:06	00:00:06	100	100	100
	11:00:00	2	2			100.0%	0		0.00%	0	Ø	0.00%	00:00:12	00:00:08	00:08:43	00:05:13	00:00:08	00:00:08	100	100	100
	12:00:00	2	1		(1)	50.0%	1	×	50.00%	0	Ø	0.00%	00:00:13	00:00:11	00:01:33	00:00:58	00:00:13	00:00:13	100	100	100
	13:00:00	1	1			100.0%	0		0.00%	0		0.00%	00:00:10	00:00:10	00:04:07	00:04:07	00:00:10	00:00:10	100	100	100
	14:00:00	4	4			100.0%	0		0.00%	0		0.00%	00:00:15	00:00:08	00:05:16	00:02:27	00:00:12	00:00:12	100	100	100
	15:00:00	1	1			100.0%	0			0		0.00%	00:00:09	00:00:09	00:02:15	00:02:15	00:00:09	00:00:09	100	100	100
	17:00:00	2	2			100.0%	0		******	0		0.00%	00:00:15	00:00:12	00:07:28	00:07:16	00:00:18	00:00:18	100	100	100
	18:00:00	1	1			100.0%	0		******	0		0.00%	00:00:15	00:00:10	00:08:39	00:08:39	00:00:33	00:00:33	100	100	100
OutrosAssunto							_								00:03:44	00:03:44	00:00:11	00:00:11	100	100	100
Juli Variasuiilo:	15:00:00	1	1			100.0% 100.0%	0	⊘		0		0.00% 0.00%	00:00:11 00:00:11	00:00:11 00:00:11	00:03:44	00:03:44	00:00:11	00:00:11	100	100	100
RealBellavistaH		·			_		-										00:00:11	00:00:11	100	100	100
Near Deliavistan	11:00:00	8	8		⊘	100.0% 100.0%	0	⊘		0		0.00% 0.00%	00:00:15 00:00:15	00:00:09 00:00:09	00:08:14 00:08:14	00:03:31 00:03:50	00:00:11	00:00:11	100	100	100
		1	1		Ø		-	3													
	12:00:00				_	100.0%	0			0		0.00%	00:00:10	00:00:10	00:02:41	00:02:41	00:00:10	00:00:10	100	100	100
	13:00:00	1	1			100.0%	0		0.0070	0		0.00%	00:00:08	00:00:08	00:02:22	00:02:22	00:00:08	00:00:08	100	100	100
RealMarinaHote		16	15		②	93.8%	0	2		1	O	6.25%	00:00:15	00:00:10	00:08:34	00:03:21	00:00:11	00:00:11	100	100	100
	09:00:00	1	1		Ø	100.0%	0	Ø		0		0.00%	00:00:07	00:00:07	00:06:50	00:06:50	00:00:08	00:00:08	100	100	100
	11:00:00	2	2		Ø	100.0%	0	2		0	Ø	0.00%	00:00:12	00:00:10	00:03:10	00:02:41	00:00:10	00:00:10	100	100	100
	13:00:00	2	2		S	100.0%	0	S	******	0	Ø	0.00%	00:00:15	00:00:12	00:07:12	00:04:36	00:00:18	00:00:18	100	100	100
	15:00:00	1	1		Ø	100.0%	0	S	0.0070	0	Ø	0.00%	00:00:11	00:00:11	00:00:52	00:00:52	00:00:12	00:00:12	100	100	100
	16:00:00	3	3			100.0%	0	S		0		0.00%	00:00:15	00:00:10	00:03:18	00:02:30	00:00:14	00:00:14	100	100	100
	17:00:00	3	3			100.0%	0		0.00%	0		0.00%	00:00:09	00:00:06	00:08:34	00:04:42	00:00:06	00:00:06	100	100	100
	18:00:00	4	3		(1)	75.0%	0		0.00%	1	S	25.00%	00:00:12	00:00:11	00:04:20	00:02:25	00:00:09	00:00:11	100	100	100
31-01-2019		36	33	3		91.7%	3	②	8.33%	0		0.00%	00:00:17	00:00:10	00:12:43	00:03:33	00:00:16	00:00:17	97	97	97
GrdRealSantaE	ulalia	13	11	l	<u>()</u>	84.6%	2	8	15.38%	0		0.00%	00:00:17	00:00:11	00:12:43	00:04:16	00:00:14	00:00:14	100	100	100
	10:00:00	1	1			100.0%	0		0.00%	0		0.00%	00:00:12	00:00:12	00:12:43	00:12:43	00:00:12	00:00:12	100	100	100
	11:00:00	1	1			100.0%	0		0.00%	0		0.00%	00:00:17	00:00:12	00:01:12	00:00:48	00:00:20	00:00:20	100	100	100
	12:00:00	1	1			100.0%	0		0.00%	0		0.00%	80:00:00	00:00:08	00:01:26	00:01:26	80:00:00	80:00:00	100	100	100
	14:00:00	1	1			100.0%	0		0.00%	0		0.00%	00:00:12	00:00:12	00:03:45	00:03:45	00:00:12	00:00:12	100	100	100
	15:00:00	1	1			100.0%	0		0.00%	0		0.00%	00:00:15	00:00:12	00:01:59	00:01:59	00:00:10	00:00:10	100	100	100
	16:00:00	4	3		(1)	75.0%	1	8	25.00%	0	S	0.00%	00:00:14	00:00:10	00:09:22	00:03:49	00:00:14	00:00:16	100	100	100
	17:00:00	3	2		()	66.7%	1	8	33.33%	0	Ø	0.00%	00:00:15	00:00:11	00:05:45	00:04:06	00:00:09	00:00:06	100	100	100
	18:00:00	1	1			100.0%	0		0.00%	0	Ø	0.00%	00:00:02	00:00:02	00:10:07	00:10:07	00:00:36	00:00:36	100	100	100
OutrosAssuntosAlgarv		4	4		②	100.0%	0	②	0.00%	0	②	0.00%	00:00:14	00:00:12	00:12:33	00:04:34	00:00:12	00:00:12	100	100	100
	12:00:00	2	2		Ø	100.0%	0		0.00%	0		0.00%	00:00:14	00:00:14	00:12:33	00:07:57	00:00:14	00:00:14	100	100	100
	16:00:00	1	1		②	100.0%	0	②	0.00%	0		0.00%	00:00:11	00:00:11	00:01:09	00:01:09	00:00:11	00:00:11	100	100	100
	17:00:00	1	1		Ø	100.0%	0	3	0.00%	0		0.00%	00:00:11	00:00:11	00:01:14	00:01:14	00:00:11	00:00:11	100	100	100
RealBellavistaH	lotel	5	5		②	100.0%	0	3	0.00%	0		0.00%	00:00:15	00:00:09	00:05:09	00:02:42	00:00:36	00:00:36	80	80	80
	11:00:00	1	1		Ø	100.0%	0			0		0.00%	00:00:11	00:00:11	00:02:54	00:02:54	00:00:11	00:00:11	100	100	100
	13:00:00	1	1		Ø	100.0%	0	3	0.00%	0	Ø	0.00%	00:00:12	00:00:12	00:02:35	00:02:35	00:00:12	00:00:12	100	100	100
	14:00:00	1	1		Ø	100.0%	0			0	Ø	0.00%	00:00:07	00:00:07	00:02:01	00:02:01	00:00:07	00:00:07	100	100	100
	17:00:00	2	2			100.0%	0			0		0.00%	00:00:15	00:00:08	00:05:09	00:03:00	00:01:15	00:01:15	50	50	50
		_	_						2.20,0				11.300	12130100	11130.00		13.30				

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Service Performance Report

RealMarinaHotel/Resi		14	13	②	92.9%	1	②	7.14%	0	Ø	0.00%	00:00:15	00:00:09	00:08:19	00:02:58	00:00:12	00:00:12	100	100	100
	09:00:00	2	2	Ø	100.0%	0		0.00%	0	Ø	0.00%	00:00:14	00:00:12	00:03:12	00:02:03	00:00:12	00:00:12	100	100	100
	10:00:00	2	2	S	100.0%	0		0.00%	0	S	0.00%	00:00:15	00:00:14	00:06:53	00:05:51	00:00:14	00:00:14	100	100	100
	11:00:00	2	2		100.0%	0		0.00%	0		0.00%	00:00:08	00:00:04	00:01:06	00:00:34	00:00:08	00:00:08	100	100	100
	12:00:00	2	1		50.0%	1	8	50.00%	0		0.00%	00:00:11	00:00:10	00:01:15	00:01:15	00:00:10	00:00:11	100	100	100
	13:00:00	2	2	Ø	100.0%	0	Ø	0.00%	0		0.00%	00:00:10	00:00:10	00:05:03	00:04:14	00:00:10	00:00:10	100	100	100
	14:00:00	2	2	Ø	100.0%	0	Ø	0.00%	0		0.00%	00:00:15	00:00:09	00:02:08	00:01:23	00:00:20	00:00:20	100	100	100
	15:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:12	00:00:12	00:05:40	00:05:40	00:00:12	00:00:12	100	100	100
	16:00:00	1	1		100.0%	0		0.00%	0		0.00%	00:00:11	00:00:11	00:08:19	00:08:19	00:00:11	00:00:11	100	100	100
TOTAL		1022	949	②	92.9%	21	②	2.05%	50	②	4.89%	00:00:39	00:00:10	00:22:11	00:03:27	00:00:13	00:00:13	100	100	100