

OneContact Reporting

Service Performance Report

Service: GrdRealSantaEulalia, RealMarinaHotel/Resi, RealBellavistaHotel, OutrosAssuntosAlgarv

			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	Service Level 1 %	Service Level 2 %	Service Level 3 %
02-01-2019		33	33	✓ 100.0%	0	✓ 0.00%	0	✓ 0.00%	00:00:15	00:00:09	00:06:53	00:02:12	00:00:10	00:00:10	100	100	100
GrdRealSantaEulalia		14	14	✓ 100.0%	0	✓ 0.00%	0	✓ 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	✓ 100.0%	0	✓ 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	✓ 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	✓ 100.0%	0	✓ 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	✓ 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	✓ 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	✓ 100.0%	0	✓ 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
OutrosAssuntosAlgarv		2	2	✓ 100.0%	0	✓ 0.00%	0	✓ 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
RealBellavistaHotel		7	7	✓ 100.0%	0	✓ 0.00%	0	✓ 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	00:00:08	00:02:00	00:01:22	00:00:08	00:00:08	100	100	100
RealMarinaHotel/Resi		10	10	✓ 100.0%	0	✓ 0.00%	0	✓ 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	✓ 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	✓ 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	✓ 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	✓ 100.0%	0	✓ 0.00%	0	✓ 0.00%	00:00:08	00:00:08	00:00:59	00:00:59	00:00:09	00:00:09	100	100	100
	16:00:00	1	1	✓ 100.0%	0	✓ 0.00%	0	✓ 0.00%	00:00:08	00:00:08	00:00:00	00:00:00	00:00:08	00:00:08	100	100	100
	18:00:00	1	1	✓ 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	✓ 6.06%	0	✓ 0.00%	00:00:16	00:00:09	00:15:18	00:03:00	00:00:09	00:00:10	100	100	100
GrdRealSantaEulalia		14	13	✓ 92.9%	1	✓ 7.14%	0	✓ 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	✓ 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	✓ 100.0%	0	✓ 0.00%	0	✓ 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	✗ 50.00%	0	✓ 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	✓ 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	✓ 100.0%	0	✓ 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	✓ 100.0%	0	✓ 0.00%	0	✓ 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	✓ 100.0%	0	✓ 0.00%	0	✓ 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	✓ 100.0%	0	✓ 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
OutrosAssuntosAlgarv		2	1	⚠ 50.0%	1	✗ 50.00%	0	✓ 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	✗ 0.0%	1	✗ 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	✓ 100.0%	0	✓ 0.00%	0	✓ 0.00%	00:00:10	00:00:10	00:02:32	00:02:32	00:00:10	00:00:10	100	100	100
RealBellavistaHotel		7	6	✓ 85.7%	1	⚠ 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	✓ 100.0%	0	✓ 0.00%	0	✓ 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	✗ 0.0%	1	✗ 100.00%	0	✓ 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	✓ 100.0%	0	✓ 0.00%	0	✓ 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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Service Performance Report

	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
RealMarinaHotel/Resi		10	10	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	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	✔	100.0%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	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	✔	100.0%	0	✔	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	✔	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
GrdRealSantaEulalia		24	24	✔	100.0%	0	✔	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	✔	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	✔	100.0%	0	✔	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	✔	100.0%	0	✔	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
OutrosAssuntosAlgarv		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	✔	0.00%	0	✔	0.00%	00:00:39	00:00:39	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
RealBellavistaHotel		5	5	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:14	00:00:09	00:06:44	00:02:10	00:00:09	00:00:09	100	100	100
	09:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:07	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	✔	0.00%	0	✔	0.00%	00:00:12	00:00:08	00:01:17	00:00:56	00:00:08	00:00:08	100	100	100
	15:00:00	1	1	✔	100.0%	0	✔	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
	17:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:10	00:00:10	00:02:48	00:01:34	00:00:09	00:00:09	100	100	100
RealMarinaHotel/Resi		7	6	✔	85.7%	1	⚠	14.29%	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	1	✔	100.0%	0	✔	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	✔	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	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	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	✖	0.0%	1	✖	100.00%	0	✔	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	⚠	65.4%	2	✔	7.69%	7	✖	26.92%	00:00:15	00:00:08	00:10:46	00:03:40	00:00:19	00:00:22	100	100	100
GrdRealSantaEulalia		9	4	✖	44.4%	2	✖	22.22%	3	✖	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	✔	100.0%	0	✔	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	✔	100.0%	0	✔	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	✖	0.0%	0	✔	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	⚠	50.0%	2	✖	50.00%	0	✔	0.00%	00:00:15	00:00:10	00:04:05	00:03:41	00:00:50	00:00:59	100	100	100
RealBellavistaHotel		4	2	⚠	50.0%	0	✔	0.00%	2	✖	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	✔	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	✖	33.3%	0	✔	0.00%	2	✖	66.67%	00:00:15	00:00:08	00:04:09	00:04:09	00:00:16	00:00:39	100	100	100
RealMarinaHotel/Resi		13	11	⚠	84.6%	0	✔	0.00%	2	✖	15.38%	00:00:15	00:00:08	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
	12:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:05	00:00:04	00:05:01	00:03:19	00:00:04	00:00:04	100	100	100
	13:00:00	1	0	✖	0.0%	0	✔	0.00%	1	✖	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	3	2	⚠	66.7%	0	✔	0.00%	1	✖	33.33%	00:00:15	00:00:07	00:10:21	00:05:24	00:00:11	00:00:12	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	✔	0.00%	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	✔	0.00%	2	✔	3.85%	00:00:15	00:00:09	00:21:08	00:03:55	00:00:12	00:00:12	100	100	100
GrdRealSantaEulalia		16	15	✔	93.8%	0	✔	0.00%	1	✔	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	✔	0.00%	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	✔	0.00%	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	✔	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
OutrosAssuntosAlgarv		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	✔	0.00%	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
RealBellavistaHotel		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	✔	0.00%	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:08	00:00:08	00:21:08	00:21:08	00:00:08	00:00:08	100	100	100
RealMarinaHotel/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	✔	100.0%	0	✔	0.00%	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	✔	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	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	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	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✖	0.0%	0	✔	0.00%	1	✖	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	✔	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
GrdRealSantaEulalia		29	27	✔	93.1%	1	✔	3.45%	1	✔	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	✔	100.0%	0	✔	0.00%	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	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	⚠	75.0%	0	✔	0.00%	1	✖	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	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✖	50.00%	0	✔	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	✔	0.00%	0	✔	0.00%	00:00:09	00:00:05	00:04:50	00:01:53	00:00:06	00:00:06	100	100	100
OutrosAssuntosAlgarv		1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:08	00:00:08	00:02:35	00:02:35	00:00:08	00:00:08	100	100	100

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	09:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:08	00:00:08	00:02:35	00:02:35	00:00:08	00:00:08	100	100	100
RealBellavistaHotel		13	13	✔	100.0%	0	✔	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	✔	100.0%	0	✔	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	✔	100.0%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	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	✔	100.0%	0	✔	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	✔	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	✔	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
RealMarinaHotel/Resi		17	16	✔	94.1%	0	✔	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	✔	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	✔	0.00%	1	✖	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	✔	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	✔	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	00:00:08	00:15:05	00:08:18	00:00:08	00:00:08	100	100	100
09-01-2019		38	37	✔	97.4%	0	✔	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
GrdRealSantaEulalia		20	19	✔	95.0%	0	✔	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	00:00:08	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	00:00:08	00:00:08	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	✔	0.00%	1	✖	50.00%	00:00:14	00:00:14	00:08:09	00:08:09	00:00:09	00:00:14	100	100	100
RealBellavistaHotel		4	4	✔	100.0%	0	✔	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	✔	100.0%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:08	00:00:08	00:00:52	00:00:52	00:00:08	00:00:08	100	100	100
	16:00:00	1	1	✔	100.0%	0	✔	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	✔	100.0%	0	✔	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
RealMarinaHotel/Resi		14	14	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:09	00:00:09	00:03:00	00:03:00	00:00:09	00:00:09	100	100	100
10-01-2019		42	41	✔	97.6%	0	✔	0.00%	1	✔	2.38%	00:00:15	00:00:10	00:12:19	00:03:44	00:00:12	00:00:12	100	100	100
GrdRealSantaEulalia		15	14	✔	93.3%	0	✔	0.00%	1	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	0.00%	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	✔	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	⚠	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
OutrosAssuntosAlgarv		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
	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
RealBellavistaHotel		6	6	✔	100.0%	0	✔	0.00%	0	✔	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%	00:00:08	00:00:08	00:01:24	00:01:24	00:00:08	00:00:08	100	100	100
RealMarinaHotel/Resi		19	19	✔	100.0%	0	✔	0.00%	0	✔	0.00%	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	✔	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	✔	98.4%	0	✔	0.00%	1	✔	1.56%	00:00:16	00:00:10	00:20:01	00:03:52	00:00:14	00:00:14	100	100	100
GrdRealSantaEulalia		28	28	✔	100.0%	0	✔	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	✔	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	✔	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	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	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	✔	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
OutrosAssuntosAlgarv		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
	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
RealBellavistaHotel		13	13	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:11	00:07:29	00:02:36	00:00:16	00:00:16	100	100	100
	12:00:00	2	2	✔	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
	13:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:10	00:00:10	00:04:14	00:04:14	00:00:10	00:00:10	100	100	100
	14:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:11	00:07:29	00:04:14	00:00:17	00:00:17	100	100	100
	15:00:00	3	3	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:10	00:05:45	00:03:21	00:00:13	00:00:13	100	100	100
	16:00:00	3	3	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:11	00:02:31	00:01:47	00:00:22	00:00:22	100	100	100
	17:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:10	00:03:33	00:01:53	00:00:16	00:00:16	100	100	100
RealMarinaHotel/Resi		21	20	✔	95.2%	0	✔	0.00%	1	✔	4.76%	00:00:15	00:00:10	00:20:01	00:04:11	00:00:13	00:00:13	100	100	100
	09:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:10	00:00:08	00:05:12	00:04:07	00:00:08	00:00:08	100	100	100
	10:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:13	00:00:12	00:04:07	00:02:48	00:00:12	00:00:12	100	100	100
	11:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:12	00:05:56	00:05:32	00:00:22	00:00:22	100	100	100

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	12:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:08	00:00:08	00:06:01	00:04:36	00:00:08	00:00:08	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	00:00:08	00:00:08	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	⚠	83.3%	0	✔	0.00%	1	✖	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	✖	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
GrdRealSantaEulalia		5	1	✖	20.0%	0	✔	0.00%	4	✖	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	✔	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	✖	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
OutrosAssuntosAlgarv		2	1	⚠	50.0%	0	✔	0.00%	1	✖	50.00%	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	✔	0.00%	0	✔	0.00%	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	✔	0.00%	1	✖	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	00:00:00	0	0	0
RealBellavistaHotel		8	3	✖	37.5%	1	⚠	12.50%	4	✖	50.00%	00:00:15	00:00:10	00:12:01	00:07:30	00:00:20	00:00:20	100	100	100
	09:00:00	1	0	✖	0.0%	1	✖	100.00%	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	✔	100.0%	0	✔	0.00%	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	⚠	50.0%	0	✔	0.00%	1	✖	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	✔	0.00%	3	✖	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	✔	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	00:00:08	00:00:08	100	100	100
	12:00:00	1	0	✖	0.0%	0	✔	0.00%	1	✖	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	✖	0.0%	0	✔	0.00%	2	✖	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	✔	100.0%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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
GrdRealSantaEulalia		29	28	✔	96.6%	0	✔	0.00%	1	✔	3.45%	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	✔	0.00%	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	✔	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	✔	0.00%	1	✖	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	✔	0.00%	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	✔	0.00%	0	✔	0.00%	00:00:08	00:00:08	00:04:28	00:04:28	00:00:08	00:00:08	100	100	100
	16:00:00	3	3	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:11	00:07:41	00:03:28	00:00:14	00:00:14	100	100	100
	17:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:09	00:01:10	00:00:59	00:00:37	00:00:37	100	100	100
OutrosAssuntosAlgarv		2	1	⚠	50.0%	0	✔	0.00%	1	✖	50.00%	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	✖	0.0%	0	✔	0.00%	1	✖	100.00%	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	✔	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
RealBellavistaHotel		10	10	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:09	00:06:09	00:02:41	00:00:11	00:00:11	100	100	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	100
	11:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:10	00:00:30	00:00:30	00:00:20	00:00:20	100	100	100
	12:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:14	00:00:11	00:05:26	00:04:05	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	00:02:25	00:02:25	00:00:05	00:00:05	100	100	100
	15:00:00	3	3	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:11	00:00:08	00:01:44	00:01:23	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	00:00:10	00:03:23	00:03:23	00:00:21	00:00:21	100	100	100
	17:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:10	00:00:10	00:06:09	00:06:09	00:00:10	00:00:10	100	100	100
RealMarinaHotel/Resi		18	18	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:09	00:14:17	00:03:39	00:00:11	00:00:11	100	100	100
	10:00:00	3	3	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:13	00:09:30	00:05:04	00:00:22	00:00:22	100	100	100

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Service Performance Report

	11:00:00	3	3	✔	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	✔	100.0%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	1.89%	4	✔	7.55%	00:00:16	00:00:10	00:14:20	00:03:31	00:00:12	00:00:12	100	100	100
GrdRealSantaEulalia		28	23	⚠	82.1%	1	✔	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	00:00:08	00:00:08	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	⚠	66.7%	1	✖	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	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	⚠	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	✖	40.0%	0	✔	0.00%	3	✖	60.00%	00:00:12	00:00:10	00:09:15	00:09:08	00:00:11	00:00:10	100	100	100
RealBellavistaHotel		12	12	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:12	00:00:12	00:02:39	00:02:39	00:00:12	00:00:12	100	100	100
RealMarinaHotel/Resi		13	13	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	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
GrdRealSantaEulalia		16	15	✔	93.8%	1	✔	6.25%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✖	0.0%	1	✖	100.00%	0	✔	0.00%	00:00:02	00:00:02	00:00:00	00:00:00	00:00:02	00:00:00	0	0	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
	18:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:09	00:03:26	00:03:00	00:00:18	00:00:18	100	100	100
OutrosAssuntosAlgarv		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

OneContact Reporting

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
RealBellavistaHotel		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	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	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	✔	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	✔	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
RealMarinaHotel/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	✔	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	✔	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	✔	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
GrdRealSantaEulalia		8	8	✔	100.0%	0	✔	0.00%	0	✔	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	✔	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
RealBellavistaHotel		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	✖	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
RealMarinaHotel/Resi		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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	0.00%	0	✔	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	✔	0.00%	0	✔	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	✔	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
18-01-2019		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
GrdRealSantaEulalia		16	16	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:16	00:00:10	00:07:32	00:02:38	00:00:11	00:00:11	100	100	100
	09:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:11	00:00:11	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%	00:00:16	00:00:13	00:04:58	00:02:51	00:00:13	00:00:13	100	100	100
	11:00:00	3	3	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:11	00:00:09	00:06:35	00:03:28	00:00:09	00:00:09	100	100	100

OneContact Reporting

Service Performance Report

	12:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	0.00%	0	✔	0.00%	00:00:10	00:00:10	00:07:32	00:07:32	00:00:11	00:00:11	100	100	100
OutrosAssuntosAlgarv		1	1	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:05	00:00:05	00:01:06	00:01:06	00:00:05	00:00:05	100	100	100
RealBellavistaHotel		4	4	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	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	✔	0.00%	0	✔	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/Resi		10	10	✔	100.0%	0	✔	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	00:00:08	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	✔	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	⚠	66.7%	1	✔	8.33%	3	✖	25.00%	00:00:15	00:00:09	00:08:32	00:04:56	00:00:10	00:00:11	100	100	100
GrdRealSantaEulalia		2	2	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:05	00:00:05	00:06:58	00:06:58	00:00:05	00:00:05	100	100	100
RealBellavistaHotel		2	1	⚠	50.0%	1	✖	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	✖	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
RealMarinaHotel/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	✖	0.0%	0	✔	0.00%	1	✖	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		44	43	✔	97.7%	0	✔	0.00%	1	✔	2.27%	00:00:15	00:00:10	00:13:06	00:03:29	00:00:12	00:00:12	100	100	100
GrdRealSantaEulalia		22	22	✔	100.0%	0	✔	0.00%	0	✔	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	✔	0.00%	0	✔	0.00%	00:00:14	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	✔	0.00%	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	✔	0.00%	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	✔	0.00%	0	✔	0.00%	00:00:15	00:00:10	00:06:48	00:04:05	00:00:18	00:00:18	100	100	100
	13:00:00	3	3	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:11	00:00:10	00:03:25	00:01:48	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	00:00:12	00:05:33	00:03:30	00:00:20	00:00:20	100	100	100
	15:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:05	00:00:05	00:00:46	00:00:36	00:00:05	00:00:05	100	100	100
	17:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:11	00:00:11	00:02:59	00:02:59	00:00:11	00:00:11	100	100	100
OutrosAssuntosAlgarv		2	2	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:14	00:00:14	00:05:03	00:05:03	00:00:14	00:00:14	100	100	100
RealBellavistaHotel		8	8	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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

OneContact Reporting

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
RealMarinaHotel/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	✔	100.0%	0	✔	0.00%	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	✔	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	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	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	✔	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	✔	0.00%	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	✔	0.00%	1	✖	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	✔	4.76%	0	✔	0.00%	00:00:24	00:00:10	00:12:39	00:03:05	00:00:16	00:00:13	98	100	98
GrdRealSantaEulalia		19	18	✔	94.7%	1	✔	5.26%	0	✔	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	✔	0.00%	0	✔	0.00%	00:00:15	00:00:12	00:03:00	00:02:37	00:00:18	00:00:18	100	100	100
	10:00:00	1	1	✔	100.0%	0	✔	0.00%	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	✔	0.00%	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	✔	0.00%	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	✔	0.00%	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	✔	0.00%	0	✔	0.00%	00:00:15	00:00:11	00:04:04	00:03:10	00:00:22	00:00:22	100	100	100
	16:00:00	4	4	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:09	00:11:41	00:03:28	00:00:11	00:00:11	100	100	100
	17:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:11	00:03:55	00:01:59	00:00:30	00:00:30	100	100	100
	18:00:00	2	1	⚠	50.0%	1	✖	50.00%	0	✔	0.00%	00:00:15	00:00:12	00:04:01	00:04:01	00:01:20	00:00:06	50	100	50
OutrosAssuntosAlgarv		1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:24	00:00:24	00:00:20	00:00:20	00:00:24	00:00:24	100	100	100
	12:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:24	00:00:24	00:00:20	00:00:20	00:00:24	00:00:24	100	100	100
RealBellavistaHotel		9	9	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:14	00:00:09	00:07:00	00:02:55	00:00:09	00:00:09	100	100	100
	09:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:14	00:00:14	00:03:49	00:03:49	00:00:14	00:00:14	100	100	100
	10:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:06	00:00:06	00:00:41	00:00:41	00:00:06	00:00:06	100	100	100
	12:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:11	00:00:10	00:06:25	00:03:31	00:00:10	00:00:10	100	100	100
	15:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:12	00:00:09	00:01:03	00:00:54	00:00:06	00:00:06	100	100	100
	16:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:10	00:00:06	00:07:00	00:03:12	00:00:08	00:00:08	100	100	100
	17:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:07	00:00:07	00:05:07	00:05:07	00:00:07	00:00:07	100	100	100
RealMarinaHotel/Resi		13	12	✔	92.3%	1	✔	7.69%	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	✔	0.00%	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	✔	0.00%	0	✔	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	✖	33.33%	0	✔	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	✔	0.00%	0	✔	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	1	1	✔	100.0%	0	✔	0.00%	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	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	0.00%	0	✔	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	✔	96.8%	0	✔	0.00%	1	✔	3.23%	00:00:16	00:00:10	00:11:10	00:03:58	00:00:12	00:00:12	100	100	100
GrdRealSantaEulalia		11	11	✔	100.0%	0	✔	0.00%	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:09	00:00:08	00:06:36	00:06:15	00:00:08	00:00:08	100	100	100
	15:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	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

OneContact Reporting

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
OutrosAssuntosAlgarv		2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:16	00:00:10	00:04:22	00:03:02	00:00:10	00:00:10	100	100	100
	11:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:09	00:00:07	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	00:04:22	00:04:22	00:00:16	00:00:16	100	100	100
RealBellavistaHotel		10	10	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:11	00:07:03	00:03:00	00:00:15	00:00:15	100	100	100
	09:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:12	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	00:00:14	00:00:14	100	100	100
	16:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:13	00:07:03	00:07:03	00:00:38	00:00:38	100	100	100
	18:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:14	00:00:13	00:05:29	00:03:32	00:00:13	00:00:13	100	100	100
RealMarinaHotel/Resi		8	7	✔	87.5%	0	✔	0.00%	1	⚠	12.50%	00:00:15	00:00:09	00:11:10	00:04:10	00:00:11	00:00:11	100	100	100
	10:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:12	00:11:10	00:11:10	00:00:24	00:00:24	100	100	100
	12:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:05	00:00:05	00:01:24	00:01:24	00:00:06	00:00:06	100	100	100
	13:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:09	00:00:09	00:00:50	00:00:50	00:00:09	00:00:09	100	100	100
	16:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:08	00:00:08	00:00:56	00:00:56	00:00:08	00:00:08	100	100	100
	17:00:00	4	3	⚠	75.0%	0	✔	0.00%	1	✖	25.00%	00:00:11	00:00:10	00:10:01	00:04:56	00:00:11	00:00:10	100	100	100
24-01-2019		41	40	✔	97.6%	1	✔	2.44%	0	✔	0.00%	00:00:15	00:00:10	00:07:22	00:02:49	00:00:13	00:00:13	100	100	100
GrdRealSantaEulalia		18	18	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:11	00:07:22	00:02:30	00:00:15	00:00:15	100	100	100
	09:00:00	3	3	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:12	00:07:22	00:04:00	00:00:24	00:00:24	100	100	100
	10:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:06	00:00:06	00:00:39	00:00:39	00:00:06	00:00:06	100	100	100
	11:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:06	00:00:06	00:00:45	00:00:45	00:00:06	00:00:06	100	100	100
	12:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:11	00:03:31	00:02:29	00:00:16	00:00:16	100	100	100
	13:00:00	4	4	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:14	00:00:09	00:03:58	00:02:15	00:00:10	00:00:10	100	100	100
	14:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:12	00:02:25	00:02:18	00:00:26	00:00:26	100	100	100
	16:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:10	00:05:17	00:04:05	00:00:15	00:00:15	100	100	100
	17:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:11	00:00:11	00:03:02	00:01:57	00:00:11	00:00:11	100	100	100
	18:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:10	00:00:10	00:01:00	00:01:00	00:00:10	00:00:10	100	100	100
OutrosAssuntosAlgarv		3	3	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:09	00:00:07	00:05:44	00:05:16	00:00:07	00:00:07	100	100	100
	11:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:08	00:00:06	00:05:44	00:05:08	00:00:06	00:00:06	100	100	100
	14:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:09	00:00:09	00:05:32	00:05:32	00:00:09	00:00:09	100	100	100
RealBellavistaHotel		4	3	⚠	75.0%	1	✖	25.00%	0	✔	0.00%	00:00:15	00:00:12	00:05:21	00:02:04	00:00:20	00:00:14	100	100	100
	11:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:08	00:00:08	00:00:54	00:00:54	00:00:08	00:00:08	100	100	100
	15:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:09	00:00:09	00:05:21	00:05:21	00:00:09	00:00:09	100	100	100
	17:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:14	00:01:22	00:01:02	00:00:26	00:00:26	100	100	100
	18:00:00	1	0	✖	0.0%	1	✖	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
RealMarinaHotel/Resi		16	16	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:10	00:05:55	00:02:52	00:00:11	00:00:11	100	100	100
	09:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:14	00:00:10	00:05:55	00:04:13	00:00:10	00:00:10	100	100	100
	10:00:00	3	3	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:12	00:05:16	00:02:55	00:00:12	00:00:12	100	100	100
	11:00:00	4	4	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:12	00:00:09	00:05:28	00:02:52	00:00:09	00:00:09	100	100	100
	12:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:12	00:05:24	00:05:24	00:00:24	00:00:24	100	100	100
	13:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:12	00:00:12	00:00:44	00:00:44	00:00:12	00:00:12	100	100	100
	14:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:08	00:00:06	00:02:27	00:01:24	00:00:08	00:00:08	100	100	100
	16:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:12	00:04:39	00:02:38	00:00:13	00:00:13	100	100	100
	18:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:10	00:00:10	00:04:43	00:03:00	00:00:10	00:00:10	100	100	100
25-01-2019		46	43	✔	93.5%	3	✔	6.52%	0	✔	0.00%	00:00:36	00:00:11	00:19:08	00:03:51	00:00:15	00:00:12	100	100	100
GrdRealSantaEulalia		26	25	✔	96.2%	1	✔	3.85%	0	✔	0.00%	00:00:16	00:00:10	00:14:46	00:03:50	00:00:13	00:00:13	100	100	100
	09:00:00	3	3	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:09	00:00:08	00:02:48	00:01:49	00:00:09	00:00:09	100	100	100

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	10:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:09	00:06:15	00:02:36	00:00:16	00:00:16	100	100	100
	12:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:07	00:00:07	00:06:13	00:06:13	00:00:07	00:00:07	100	100	100
	13:00:00	1	0	✖	0.0%	1	✖	100.00%	0	✔	0.00%	00:00:15	00:00:12	00:00:00	00:00:00	00:00:25	00:00:00	0	0	100
	14:00:00	9	9	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:16	00:00:10	00:14:46	00:06:07	00:00:12	00:00:12	100	100	100
	15:00:00	3	3	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:10	00:03:56	00:01:48	00:00:10	00:00:10	100	100	100
	16:00:00	3	3	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:12	00:03:41	00:02:15	00:00:21	00:00:21	100	100	100
	17:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:12	00:05:28	00:04:38	00:00:18	00:00:18	100	100	100
	18:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:12	00:00:10	00:05:46	00:04:44	00:00:10	00:00:10	100	100	100
OutrosAssuntosAlgarv		1	0	✖	0.0%	1	✖	100.00%	0	✔	0.00%	00:00:36	00:00:36	00:00:00	00:00:00	00:00:36	00:00:00	0	0	100
	12:00:00	1	0	✖	0.0%	1	✖	100.00%	0	✔	0.00%	00:00:36	00:00:36	00:00:00	00:00:00	00:00:36	00:00:00	0	0	100
RealBellavistaHotel		5	5	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:14	00:00:10	00:04:46	00:03:32	00:00:10	00:00:10	100	100	100
	10:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:14	00:00:14	00:04:46	00:04:46	00:00:14	00:00:14	100	100	100
	12:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:10	00:00:10	00:01:40	00:01:40	00:00:10	00:00:10	100	100	100
	13:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:08	00:00:07	00:04:35	00:04:25	00:00:07	00:00:07	100	100	100
	17:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:13	00:00:13	00:02:24	00:02:24	00:00:13	00:00:13	100	100	100
RealMarinaHotel/Resi		14	13	✔	92.9%	1	✔	7.14%	0	✔	0.00%	00:00:15	00:00:10	00:19:08	00:04:01	00:00:18	00:00:11	100	100	100
	11:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:09	00:00:09	00:06:34	00:06:34	00:00:09	00:00:09	100	100	100
	12:00:00	3	3	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:13	00:00:10	00:01:04	00:00:39	00:00:10	00:00:10	100	100	100
	13:00:00	3	2	⚠	66.7%	1	✖	33.33%	0	✔	0.00%	00:00:09	00:00:08	00:19:08	00:11:33	00:00:41	00:00:08	100	100	100
	14:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:10	00:04:48	00:02:34	00:00:22	00:00:22	100	100	100
	15:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:11	00:06:20	00:03:50	00:00:16	00:00:16	100	100	100
	16:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:10	00:00:10	00:01:05	00:00:42	00:00:10	00:00:10	100	100	100
	17:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:09	00:00:08	00:08:29	00:05:12	00:00:08	00:00:08	100	100	100
26-01-2019		17	11	⚠	64.7%	0	✔	0.00%	6	✖	35.29%	00:00:15	00:00:09	00:18:12	00:05:25	00:00:11	00:00:11	100	100	100
GrdRealSantaEulalia		8	5	⚠	62.5%	0	✔	0.00%	3	✖	37.50%	00:00:15	00:00:09	00:09:54	00:04:37	00:00:13	00:00:15	100	100	100
	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	✖	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	✔	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
	16:00:00	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
	17:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:03	00:00:03	00:03:37	00:03:37	00:00:25	00:00:25	100	100	100
RealBellavistaHotel		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
	12:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:07	00:00:07	00:02:50	00:02:50	00:00:07	00:00:07	100	100	100
	14:00:00	2	0	✖	0.0%	0	✔	0.00%	2	✖	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00	0	0	0
RealMarinaHotel/Resi		6	5	⚠	83.3%	0	✔	0.00%	1	✖	16.67%	00:00:13	00:00:08	00:18:12	00:06:44	00:00:08	00:00:08	100	100	100
	10:00:00	2	1	⚠	50.0%	0	✔	0.00%	1	✖	50.00%	00:00:05	00:00:05	00:01:40	00:01:40	00:00:06	00:00:05	100	100	100
	12:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:05	00:00:05	00:02:07	00:02:07	00:00:05	00:00:05	100	100	100
	14:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:13	00:00:13	00:18:12	00:18:12	00:00:13	00:00:13	100	100	100
	15:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:08	00:00:08	00:04:24	00:04:24	00:00:08	00:00:08	100	100	100
	16:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:09	00:00:09	00:07:17	00:07:17	00:00:09	00:00:09	100	100	100
28-01-2019		45	41	✔	91.1%	0	✔	0.00%	4	✔	8.89%	00:00:15	00:00:11	00:12:58	00:03:59	00:00:15	00:00:15	100	100	100
GrdRealSantaEulalia		17	16	✔	94.1%	0	✔	0.00%	1	✔	5.88%	00:00:15	00:00:11	00:12:58	00:04:40	00:00:13	00:00:13	100	100	100
	10:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:13	00:00:13	00:03:51	00:03:51	00:00:13	00:00:13	100	100	100
	11:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:07	00:00:07	00:05:48	00:05:48	00:00:07	00:00:07	100	100	100
	12:00:00	3	3	✔	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
	13:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:07	00:00:07	00:04:05	00:04:05	00:00:07	00:00:07	100	100	100
	14:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:11	00:00:11	00:04:31	00:03:36	00:00:11	00:00:11	100	100	100
	15:00:00	5	4	⚠	80.0%	0	✔	0.00%	1	✖	20.00%	00:00:15	00:00:12	00:12:58	00:07:54	00:00:14	00:00:15	100	100	100
	16:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:13	00:00:12	00:07:49	00:04:18	00:00:12	00:00:12	100	100	100

OneContact Reporting

Service Performance Report

	17:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:12	00:05:20	00:05:20	00:00:24	00:00:24	100	100	100
	18:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:12	00:01:12	00:01:12	00:00:24	00:00:24	100	100	100
OutrosAssuntosAlgarv		3	1	✖	33.3%	0	✔	0.00%	2	✖	66.67%	00:00:08	00:00:08	00:00:51	00:00:51	00:00:10	00:00:08	100	100	100
	13:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:08	00:00:08	00:00:51	00:00:51	00:00:08	00:00:08	100	100	100
	15:00:00	2	0	✖	0.0%	0	✔	0.00%	2	✖	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00	0	0	0
RealBellavistaHotel		13	12	✔	92.3%	0	✔	0.00%	1	✔	7.69%	00:00:15	00:00:11	00:11:15	00:02:58	00:00:22	00:00:22	100	100	100
	09:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:14	00:00:14	00:04:08	00:04:08	00:00:14	00:00:14	100	100	100
	10:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:12	00:00:12	00:00:28	00:00:28	00:00:12	00:00:12	100	100	100
	13:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:14	00:11:15	00:07:06	00:00:27	00:00:27	100	100	100
	14:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:10	00:00:10	00:01:00	00:01:00	00:00:10	00:00:10	100	100	100
	15:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:08	00:05:09	00:05:09	00:01:17	00:01:17	100	100	100
	16:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:14	00:01:25	00:01:25	00:00:27	00:00:27	100	100	100
	17:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:08	00:00:08	00:04:00	00:04:00	00:00:08	00:00:08	100	100	100
	18:00:00	3	2	⚠	66.7%	0	✔	0.00%	1	✖	33.33%	00:00:15	00:00:10	00:01:33	00:01:30	00:00:19	00:00:21	100	100	100
RealMarinaHotel/Resi		12	12	✔	100.0%	0	✔	0.00%	0	✔	0.00%	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%	0	✔	0.00%	00:00:15	00:00:10	00:07:24	00:03:34	00:00:18	00:00:18	100	100	100
	10:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:11	00:00:11	00:06:04	00:06:04	00:00:11	00:00:11	100	100	100
	11:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:11	00:00:11	00:03:13	00:03:13	00:00:11	00:00:11	100	100	100
	12:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:12	00:00:10	00:09:35	00:05:51	00:00:10	00:00:10	100	100	100
	14:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:10	00:00:10	00:03:06	00:03:06	00:00:10	00:00:10	100	100	100
	15:00:00	2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:11	00:00:08	00:04:57	00:02:46	00:00:08	00:00:08	100	100	100
	16:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:13	00:00:13	00:05:17	00:05:17	00:00:13	00:00:13	100	100	100
	17:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:08	00:00:08	00:07:20	00:07:20	00:00:08	00:00:08	100	100	100
29-01-2019		42	39	✔	92.9%	1	✔	2.38%	2	✔	4.76%	00:00:15	00:00:10	00:15:37	00:03:35	00:00:14	00:00:13	100	100	100
GrdRealSantaEulalia		25	23	✔	92.0%	1	✔	4.00%	1	✔	4.00%	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	0.00%	0	✔	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	✖	25.00%	00:00:15	00:00:11	00:09:34	00:08:17	00:00:22	00:00:21	100	100	100
OutrosAssuntosAlgarv		2	2	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:10	00:00:08	00:01:05	00:00:49	00:00:08	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	✔	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
RealBellavistaHotel		5	4	⚠	80.0%	0	✔	0.00%	1	✖	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	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✖	0.0%	0	✔	0.00%	1	✖	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00	0	0	0
RealMarinaHotel/Resi		10	10	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	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	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:13	00:00:13	00:04:57	00:04:57	00:00:13	00:00:13	100	100	100

OneContact Reporting

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	✔	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	✔	0.00%	0	✔	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	✔	0.00%	0	✔	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	✔	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
GrdRealSantaEulalia		19	18	✔	94.7%	1	✔	5.26%	0	✔	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	✔	0.00%	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	✔	0.00%	0	✔	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	✔	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	⚠	50.0%	1	✖	50.00%	0	✔	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	✔	0.00%	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	✔	0.00%	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	✔	0.00%	0	✔	0.00%	00:00:15	00:00:10	00:08:39	00:08:39	00:00:33	00:00:33	100	100	100
OutrosAssuntosAlgarv		1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:11	00:00:11	00:03:44	00:03:44	00:00:11	00:00:11	100	100	100
	15:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:11	00:00:11	00:03:44	00:03:44	00:00:11	00:00:11	100	100	100
RealBellavistaHotel		8	8	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:09	00:08:14	00:03:31	00:00:11	00:00:11	100	100	100
	11:00:00	6	6	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:15	00:00:09	00:08:14	00:03:50	00:00:12	00:00:12	100	100	100
	12:00:00	1	1	✔	100.0%	0	✔	0.00%	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	✔	0.00%	0	✔	0.00%	00:00:08	00:00:08	00:02:22	00:02:22	00:00:08	00:00:08	100	100	100
RealMarinaHotel/Resi		16	15	✔	93.8%	0	✔	0.00%	1	✔	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	✔	100.0%	0	✔	0.00%	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	0.00%	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	⚠	75.0%	0	✔	0.00%	1	✖	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	✔	91.7%	3	✔	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
GrdRealSantaEulalia		13	11	⚠	84.6%	2	✖	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%	00:00:08	00:00:08	00:01:26	00:01:26	00:00:08	00:00:08	100	100	100
	14:00:00	1	1	✔	100.0%	0	✔	0.00%	0	✔	0.00%	00:00:12	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	⚠	75.0%	1	✖	25.00%	0	✔	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	✖	33.33%	0	✔	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	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	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	✔	100.0%	0	✔	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	✔	100.0%	0	✔	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
RealBellavistaHotel		5	5	✔	100.0%	0	✔	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	✔	100.0%	0	✔	0.00%	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	100.0%	0	✔	0.00%	0	✔	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	✔	0.00%	0	✔	0.00%	00:00:15	00:00:08	00:05:09	00:03:00	00:01:15	00:01:15	50	50	50

OneContact Reporting

Service Performance Report

RealMarinaHotel/Resi		14	13	✓	92.9%	1	✓	7.14%	0	✓	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	✓	100.0%	0	✓	0.00%	0	✓	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	✓	100.0%	0	✓	0.00%	0	✓	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	✗	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	✓	100.0%	0	✓	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	✓	100.0%	0	✓	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	✓	92.9%	21	✓	2.05%	50	✓	4.89%	00:00:39	00:00:10	00:22:11	00:03:27	00:00:13	00:00:13	100	100	100