

# OneContact Reporting

## Service Performance Report

Service: GrdRealSantaEulalia, RealMarinaHotel/Resi, RealBellavistaHotel

			Total Chamadas Atendidas		Total Chamadas Abandonadas		Total Chamadas Sobrepostas								
Date / Service Name	Start Period	Total Chamadas	#	%	#	%	#	%	Max Answer Delay	Avg Answer Delay	Max Talk Time	Avg Talk Time	Avg Queue Time	Avg Handled Queue Time	
01-11-2018		16	15	✔ 93.8%	0	✔ 0.0%	1	✔ 6.3%	00:00:15	00:00:08	00:08:36	00:02:45	00:00:11	00:00:11	
GrdRealSantaEulalia		6	5	⚠ 83.3%	0	✔ 0.0%	1	✖ 16.7%	00:00:13	00:00:09	00:03:24	00:02:38	00:00:08	00:00:09	
	10:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:13	00:00:08	00:03:24	00:02:22	00:00:08	00:00:08	
	11:00:00	1	0	✖ 0.0%	0	✔ 0.0%	1	✖ 100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06	00:00:00	
	12:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:07	00:00:07	00:03:05	00:03:05	00:00:07	00:00:07	
	14:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:13	00:00:13	00:02:57	00:02:57	00:00:13	00:00:13	
RealBellavistaHotel		4	4	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:08	00:05:27	00:02:08	00:00:11	00:00:11	
	10:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:11	00:00:11	00:01:16	00:01:16	00:00:11	00:00:11	
	11:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:08	00:00:53	00:00:53	00:00:20	00:00:20	
	12:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:04	00:00:04	00:00:56	00:00:56	00:00:04	00:00:04	
	16:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:09	00:05:27	00:05:27	00:00:09	00:00:09	
RealMarinaHotel/Resi		6	6	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:08	00:08:36	00:03:16	00:00:14	00:00:14	
	09:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:11	00:00:11	00:08:36	00:08:36	00:00:11	00:00:11	
	10:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:06	00:00:06	00:00:29	00:00:29	00:00:06	00:00:06	
	11:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:08	00:05:29	00:05:29	00:00:40	00:00:40	
	14:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:08	00:02:37	00:01:43	00:00:08	00:00:08	
	15:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:09	00:00:09	00:01:33	00:01:33	00:00:09	00:00:09	
02-11-2018		42	41	✔ 97.6%	1	✔ 2.4%	0	✔ 0.0%	00:00:15	00:00:09	00:09:02	00:03:05	00:00:13	00:00:12	
GrdRealSantaEulalia		21	20	✔ 95.2%	1	✔ 4.8%	0	✔ 0.0%	00:00:15	00:00:10	00:09:02	00:03:09	00:00:16	00:00:14	
	09:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:04:52	00:03:02	00:00:08	00:00:08	
	10:00:00	4	4	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:09:02	00:04:38	00:00:17	00:00:17	
	11:00:00	5	4	⚠ 80.0%	1	✖ 20.0%	0	✔ 0.0%	00:00:15	00:00:10	00:06:40	00:03:12	00:00:18	00:00:11	
	12:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:10	00:00:10	00:04:03	00:02:15	00:00:10	00:00:10	
	15:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:11	00:00:11	00:06:50	00:06:50	00:00:11	00:00:11	
	16:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:11	00:02:00	00:01:24	00:00:18	00:00:18	
	17:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:03:27	00:02:50	00:00:20	00:00:20	
	18:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:10	00:02:13	00:02:13	00:00:27	00:00:27	
RealBellavistaHotel		11	11	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:08	00:05:44	00:02:31	00:00:11	00:00:11	
	09:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:08	00:00:54	00:00:54	00:00:08	00:00:08	
	11:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:06	00:00:04	00:02:45	00:02:14	00:00:04	00:00:04	
	12:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:09	00:03:52	00:02:14	00:00:14	00:00:14	
	13:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:09	00:01:09	00:01:09	00:00:41	00:00:41	
	16:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:06	00:00:05	00:05:44	00:03:24	00:00:05	00:00:05	
	17:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:09	00:04:09	00:03:19	00:00:09	00:00:09	
RealMarinaHotel/Resi		10	10	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:14	00:00:08	00:08:36	00:03:34	00:00:08	00:00:08	
	10:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:14	00:00:10	00:08:36	00:06:30	00:00:10	00:00:10	
	11:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:08	00:00:06	00:07:43	00:04:14	00:00:06	00:00:06	
	12:00:00	1	1	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:05	00:00:05	00:02:46	00:02:46	00:00:05	00:00:05	
	14:00:00	2	2	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:11	00:00:09	00:03:57	00:03:49	00:00:09	00:00:09	
	16:00:00	3	3	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:14	00:00:10	00:01:39	00:01:14	00:00:10	00:00:10	
03-11-2018		10	10	✔ 100.0%	0	✔ 0.0%	0	✔ 0.0%	00:00:15	00:00:09	00:05:32	00:02:32	00:00:10	00:00:10	

OneContact Reporting

Service Performance Report

GrdRealSantaEulalia		4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:32	00:03:09	00:00:11	00:00:11
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:01:22	00:01:22	00:00:19	00:00:19
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:04	00:02:04	00:00:09	00:00:09
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:05:32	00:05:32	00:00:09	00:00:09
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:37	00:03:37	00:00:07	00:00:07
RealBellavistaHotel		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:00:41	00:00:41	00:00:13	00:00:13
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:00:41	00:00:41	00:00:13	00:00:13
RealMarinaHotel/Resi		5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:09	00:03:22	00:02:24	00:00:09	00:00:09
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:23	00:01:08	00:00:09	00:00:09
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:16	00:03:16	00:00:08	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:03:22	00:03:22	00:00:14	00:00:14
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:03:06	00:03:06	00:00:07	00:00:07
05-11-2018		37	37	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:12:25	00:03:01	00:00:16	00:00:16
GrdRealSantaEulalia		13	13	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:46	00:02:35	00:00:12	00:00:12
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:57	00:00:57	00:00:05	00:00:05
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:03:24	00:02:44	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:01	00:01:01	00:00:09	00:00:09
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:03:20	00:03:20	00:00:09	00:00:09
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:05:46	00:03:27	00:00:07	00:00:07
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:32	00:02:32	00:00:20	00:00:20
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:09	00:02:28	00:00:20	00:00:20
RealBellavistaHotel		5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:27	00:02:43	00:00:11	00:00:11
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:06:27	00:06:27	00:00:09	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:22	00:01:22	00:00:08	00:00:08
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:38	00:01:38	00:00:07	00:00:07
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:25	00:03:25	00:00:20	00:00:20
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:41	00:00:41	00:00:10	00:00:10
RealMarinaHotel/Resi		19	19	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:12:25	00:03:24	00:00:20	00:00:20
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:03:19	00:03:19	00:00:09	00:00:09
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:03:07	00:01:41	00:01:24	00:01:24
	11:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:12:25	00:04:08	00:00:10	00:00:10
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:00	00:02:19	00:00:20	00:00:20
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:09:04	00:05:10	00:00:08	00:00:08
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:51	00:02:51	00:00:08	00:00:08
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:32	00:03:16	00:00:18	00:00:18
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:00:30	00:00:30	00:00:14	00:00:14
06-11-2018		38	36	✔	94.7%	0	✔	0.0%	2	✔	5.3%	00:00:24	00:00:09	00:09:40	00:02:32	00:00:10	00:00:10
GrdRealSantaEulalia		10	9	✔	90.0%	0	✔	0.0%	1	⚠	10.0%	00:00:15	00:00:09	00:05:30	00:02:20	00:00:11	00:00:11
	09:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:04	00:00:04	00:05:30	00:05:30	00:00:10	00:00:04
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:03:46	00:03:46	00:00:11	00:00:11
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:01:21	00:01:08	00:00:08	00:00:08
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:18	00:02:08	00:00:16	00:00:16
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:22	00:01:48	00:00:12	00:00:12
RealBellavistaHotel		7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:07	00:02:11	00:00:08	00:00:08
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:04:56	00:04:56	00:00:10	00:00:10
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:01:08	00:00:57	00:00:08	00:00:08
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:05:07	00:03:13	00:00:06	00:00:06
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:01	00:01:01	00:00:10	00:00:10

# OneContact Reporting

## Service Performance Report

RealMarinaHotel/Resi		21	20	✔	95.2%	0	✔	0.0%	1	✔	4.8%	00:00:24	00:00:09	00:09:40	00:02:44	00:00:10	00:00:10
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:09:40	00:04:51	00:00:11	00:00:11
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:02:40	00:01:27	00:00:08	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:02:55	00:02:55	00:00:02	00:00:02
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:27	00:02:29	00:00:15	00:00:15
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:24	00:00:12	00:04:07	00:01:56	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:10	00:02:56	00:00:14	00:00:14
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:06:07	00:03:25	00:00:09	00:00:09
	18:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:04	00:00:04	00:00:55	00:00:55	00:00:07	00:00:04
07-11-2018		39	39	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:12:10	00:03:12	00:00:18	00:00:18
GrdRealSantaEulalia		8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:12:10	00:03:31	00:00:14	00:00:14
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:02:57	00:02:57	00:00:12	00:00:12
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:00:59	00:00:58	00:00:10	00:00:10
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:12:10	00:07:40	00:00:19	00:00:19
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:04:10	00:04:10	00:00:09	00:00:09
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:06:00	00:03:17	00:00:09	00:00:09
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:00:42	00:00:42	00:00:24	00:00:24
RealBellavistaHotel		16	16	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:08:40	00:03:04	00:00:29	00:00:29
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:07:13	00:04:00	00:00:08	00:00:08
	11:00:00	0	0	#DIV/0!		0	#DIV/0!		0	#DIV/0!		00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:00:06	00:00:06	00:04:31	00:04:31
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:06	00:05:01	00:02:50	00:00:10	00:00:10
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:24	00:02:23	00:00:22	00:00:22
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:17	00:01:17	00:00:23	00:00:23
	16:00:00	5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:07:03	00:02:02	00:00:08	00:00:08
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:08:40	00:08:40	00:00:25	00:00:25
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:23	00:05:23	00:00:23	00:00:23
RealMarinaHotel/Resi		15	15	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:10:45	00:03:10	00:00:08	00:00:08
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:01:15	00:01:02	00:00:05	00:00:05
	10:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:04:30	00:02:37	00:00:08	00:00:08
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:09	00:07:33	00:03:42	00:00:09	00:00:09
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:36	00:01:36	00:00:09	00:00:09
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:47	00:00:47	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:04:00	00:03:55	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:03:06	00:03:00	00:00:10	00:00:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:10:45	00:10:45	00:00:11	00:00:11
08-11-2018		39	35	✔	89.7%	0	✔	0.0%	4	⚠	10.3%	00:00:15	00:00:08	00:08:45	00:03:06	00:00:08	00:00:08
GrdRealSantaEulalia		12	12	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:08:27	00:03:04	00:00:09	00:00:09
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:17	00:02:17	00:00:08	00:00:08
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:02:24	00:01:57	00:00:09	00:00:09
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:04:26	00:02:23	00:00:07	00:00:07
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:24	00:01:24	00:00:05	00:00:05
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:03:29	00:03:29	00:00:12	00:00:12
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:03:20	00:02:00	00:00:10	00:00:10
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:08:27	00:07:20	00:00:12	00:00:12
RealBellavistaHotel		10	7	⚠	70.0%	0	✔	0.0%	3	✖	30.0%	00:00:15	00:00:07	00:07:42	00:02:32	00:00:08	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:04:02	00:04:02	00:00:09	00:00:09
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:00:43	00:00:43	00:00:03	00:00:03

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Service Performance Report

	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:50	00:00:50	00:00:08	00:00:08
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:07	00:01:48	00:01:17	00:00:07	00:00:07
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:55	00:01:55	00:00:04	00:00:04
	18:00:00	4	1	✖	25.0%	0	✔	0.0%	3	✖	75.0%	00:00:15	00:00:08	00:07:42	00:07:42	00:00:10	00:00:18
RealMarinaHotel/Resi		17	16	✔	94.1%	0	✔	0.0%	1	✔	5.9%	00:00:15	00:00:07	00:08:45	00:03:21	00:00:08	00:00:08
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:05:36	00:03:14	00:00:16	00:00:16
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:06:16	00:04:48	00:00:07	00:00:07
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:16	00:01:16	00:00:11	00:00:11
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:07:10	00:07:10	00:00:09	00:00:09
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:07	00:02:19	00:02:14	00:00:10	00:00:10
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:04:38	00:04:38	00:00:04	00:00:04
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:08:45	00:05:14	00:00:06	00:00:06
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:02:18	00:01:12	00:00:06	00:00:06
	18:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	00:00:00
09-11-2018		41	39	✔	95.1%	1	✔	2.4%	1	✔	2.4%	00:00:19	00:00:09	00:09:57	00:02:39	00:00:11	00:00:10
GrdRealSantaEulalia		9	8	✔	88.9%	0	✔	0.0%	1	⚠	11.1%	00:00:16	00:00:09	00:08:58	00:02:56	00:00:12	00:00:12
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:09	00:03:46	00:03:46	00:00:18	00:00:18
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:59	00:01:59	00:00:05	00:00:05
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:08:58	00:08:58	00:00:09	00:00:09
	15:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:09	00:01:24	00:00:12	00:00:12
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:03:15	00:03:15	00:00:14	00:00:14
	18:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:00
RealBellavistaHotel		16	15	✔	93.8%	1	✔	6.3%	0	✔	0.0%	00:00:15	00:00:09	00:09:57	00:02:43	00:00:11	00:00:09
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:44	00:01:20	00:00:08	00:00:08
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:02:14	00:01:14	00:00:09	00:00:09
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:15	00:01:15	00:00:07	00:00:07
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:09:57	00:09:57	00:00:07	00:00:07
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:05:18	00:03:40	00:00:07	00:00:07
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:32	00:01:32	00:00:07	00:00:07
	16:00:00	5	4	⚠	80.0%	1	✖	20.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:03	00:02:56	00:00:13	00:00:06
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:30	00:05:30	00:00:24	00:00:24
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:11	00:01:58	00:01:17	00:00:11	00:00:11
RealMarinaHotel/Resi		16	16	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:19	00:00:10	00:06:27	00:02:25	00:00:11	00:00:11
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:06	00:01:02	00:00:14	00:00:14
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:01:33	00:01:33	00:00:10	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:59	00:01:59	00:00:07	00:00:07
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:54	00:02:54	00:00:08	00:00:08
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:53	00:02:12	00:00:17	00:00:17
	16:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:19	00:00:11	00:06:27	00:02:47	00:00:11	00:00:11
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:03:00	00:03:00	00:00:14	00:00:14
10-11-2018		17	12	⚠	70.6%	0	✔	0.0%	5	✖	29.4%	00:00:15	00:00:08	00:11:17	00:05:01	00:00:11	00:00:10
GrdRealSantaEulalia		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:03:08	00:03:08	00:00:09	00:00:09
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:03:08	00:03:08	00:00:09	00:00:09
RealBellavistaHotel		4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:09	00:09:26	00:05:26	00:00:09	00:00:09
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:04:08	00:04:08	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:09:26	00:09:26	00:00:04	00:00:04
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:12	00:04:46	00:04:05	00:00:12	00:00:12
RealMarinaHotel/Resi		12	7	⚠	58.3%	0	✔	0.0%	5	✖	41.7%	00:00:15	00:00:08	00:11:17	00:05:03	00:00:11	00:00:11

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Service Performance Report

	10:00:00	2	1	🟡	50.0%	0	✅	0.0%	1	❌	50.0%	00:00:15	00:00:12	00:05:01	00:05:01	00:00:12	00:00:08
	11:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:05	00:03:25	00:02:12	00:00:14	00:00:14
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:04	00:00:04	00:11:17	00:11:17	00:00:04	00:00:04
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:14	00:00:40	00:00:40	00:00:14	00:00:14
	15:00:00	3	1	❌	33.3%	0	✅	0.0%	2	❌	66.7%	00:00:05	00:00:05	00:10:18	00:10:18	00:00:10	00:00:05
	16:00:00	3	1	❌	33.3%	0	✅	0.0%	2	❌	66.7%	00:00:15	00:00:08	00:03:41	00:03:41	00:00:12	00:00:21
12-11-2018		35	35	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:14:34	00:03:20	00:00:11	00:00:11
GrdRealSantaEulalia		11	11	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:14:34	00:05:27	00:00:11	00:00:11
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:07:12	00:07:12	00:00:07	00:00:07
	10:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:12	00:00:09	00:06:37	00:05:00	00:00:09	00:00:09
	12:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:02:02	00:02:00	00:00:13	00:00:13
	15:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:08	00:14:34	00:06:01	00:00:08	00:00:08
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:06:20	00:06:20	00:00:23	00:00:23
	18:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:08	00:07:56	00:07:12	00:00:10	00:00:10
RealBellavistaHotel		7	7	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:03:13	00:01:51	00:00:12	00:00:12
	11:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:07	00:03:13	00:02:00	00:00:10	00:00:10
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:14	00:00:14	00:02:23	00:02:23	00:00:14	00:00:14
	14:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:02:12	00:01:14	00:00:21	00:00:21
	17:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:10	00:02:02	00:01:58	00:00:10	00:00:10
RealMarinaHotel/Resi		17	17	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:06:55	00:02:44	00:00:12	00:00:12
	09:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:06	00:00:06	00:02:36	00:02:36	00:00:06	00:00:06
	10:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:08	00:02:29	00:01:48	00:00:12	00:00:12
	12:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:05:13	00:02:06	00:00:13	00:00:13
	13:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:02:36	00:01:35	00:00:18	00:00:18
	14:00:00	7	7	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:13	00:00:08	00:06:55	00:03:48	00:00:09	00:00:09
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:04	00:00:04	00:06:36	00:06:36	00:00:04	00:00:04
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:01:10	00:00:46	00:00:25	00:00:25
13-11-2018		52	51	✅	98.1%	1	✅	1.9%	0	✅	0.0%	00:00:15	00:00:09	00:10:23	00:03:16	00:00:16	00:00:13
GrdRealSantaEulalia		20	20	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:08:38	00:03:20	00:00:11	00:00:11
	10:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:07	00:08:19	00:03:28	00:00:07	00:00:07
	11:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:10	00:01:20	00:01:20	00:00:20	00:00:20
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:07	00:01:49	00:01:49	00:00:07	00:00:07
	13:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:11	00:05:45	00:05:45	00:00:11	00:00:11
	14:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:08	00:08:38	00:04:32	00:00:08	00:00:08
	15:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:06	00:03:16	00:02:00	00:00:07	00:00:07
	16:00:00	4	4	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:12	00:03:09	00:02:29	00:00:18	00:00:18
	17:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:11	00:07:55	00:04:20	00:00:22	00:00:22
	18:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:11	00:00:11	00:08:17	00:08:17	00:00:11	00:00:11
RealBellavistaHotel		12	12	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:10:23	00:03:38	00:00:11	00:00:11
	09:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:10	00:00:08	00:10:23	00:07:42	00:00:08	00:00:08
	12:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:08	00:03:36	00:03:36	00:00:08	00:00:08
	13:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:08	00:00:07	00:06:38	00:03:34	00:00:07	00:00:07
	14:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:07	00:00:06	00:01:55	00:01:46	00:00:06	00:00:06
	15:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:13	00:04:33	00:04:33	00:00:26	00:00:26
	16:00:00	1	1	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:02:12	00:02:12	00:00:20	00:00:20
	17:00:00	3	3	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:15	00:00:09	00:04:54	00:02:22	00:00:12	00:00:12
RealMarinaHotel/Resi		20	19	✅	95.0%	1	✅	5.0%	0	✅	0.0%	00:00:15	00:00:10	00:08:44	00:02:59	00:00:23	00:00:16
	09:00:00	2	2	✅	100.0%	0	✅	0.0%	0	✅	0.0%	00:00:09	00:00:06	00:01:00	00:00:38	00:00:07	00:00:07

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Service Performance Report

	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:04:34	00:02:47	00:00:26	00:00:26
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:08	00:02:08	00:00:09	00:00:09
	12:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:08:44	00:05:32	00:00:10	00:00:10
	13:00:00	4	3	⚠	75.0%	1	✖	25.0%	0	✔	0.0%	00:00:15	00:00:11	00:07:32	00:04:24	00:01:04	00:00:32
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:12	00:03:36	00:02:34	00:00:12	00:00:12
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:11	00:02:55	00:02:16	00:00:12	00:00:12
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:03:09	00:03:09	00:00:09	00:00:09
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:27	00:03:42	00:00:15	00:00:15
14-11-2018		43	42	✔	97.7%	1	✔	2.3%	0	✔	0.0%	00:00:15	00:00:08	00:10:53	00:02:36	00:00:11	00:00:09
GrdRealSantaEulalia		22	22	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:06:32	00:02:26	00:00:10	00:00:10
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:02:55	00:01:16	00:00:10	00:00:10
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:11	00:05:47	00:04:42	00:00:11	00:00:11
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:30	00:02:02	00:00:17	00:00:17
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:04:39	00:02:17	00:00:09	00:00:09
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:03:39	00:02:12	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:26	00:02:02	00:00:14	00:00:14
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:05:02	00:02:03	00:00:08	00:00:08
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:03:15	00:02:04	00:00:06	00:00:06
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:06:32	00:03:48	00:00:12	00:00:12
RealBellavistaHotel		10	9	✔	90.0%	1	⚠	10.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:12	00:03:10	00:00:15	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:05	00:04:05	00:00:21	00:00:21
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:12	00:04:14	00:00:12	00:00:12
	12:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:11	00:05:17	00:04:35	00:00:26	00:00:09
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:26	00:02:26	00:00:05	00:00:05
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:02:48	00:02:48	00:00:03	00:00:03
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:08	00:02:47	00:01:35	00:00:10	00:00:10
RealMarinaHotel/Resi		11	11	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:07	00:10:53	00:02:32	00:00:08	00:00:08
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:10:53	00:10:53	00:00:04	00:00:04
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:02:21	00:01:17	00:00:05	00:00:05
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:07	00:04:21	00:02:13	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:16	00:02:16	00:00:07	00:00:07
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:02:55	00:02:55	00:00:14	00:00:14
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:00:41	00:00:41	00:00:11	00:00:11
15-11-2018		29	28	✔	96.6%	1	✔	3.4%	0	✔	0.0%	00:00:15	00:00:08	00:13:40	00:02:28	00:00:10	00:00:08
GrdRealSantaEulalia		8	7	✔	87.5%	1	⚠	12.5%	0	✔	0.0%	00:00:15	00:00:09	00:13:40	00:03:32	00:00:17	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:01:21	00:01:21	00:00:11	00:00:11
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:04:14	00:02:21	00:00:20	00:00:20
	13:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:08	00:00:00
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:13:40	00:04:22	00:00:05	00:00:05
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:06:28	00:06:28	00:00:11	00:00:11
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:01:50	00:01:50	00:00:13	00:00:13
RealBellavistaHotel		7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:04:11	00:01:22	00:00:08	00:00:08
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:04:11	00:02:44	00:00:08	00:00:08
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:32	00:00:32	00:00:07	00:00:07
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:04	00:01:04	00:00:07	00:00:07
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:59	00:00:59	00:00:06	00:00:06
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:43	00:00:43	00:00:08	00:00:08
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:00:47	00:00:47	00:00:12	00:00:12



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RealMarinaHotel/Resi		14	14	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:07	00:11:16	00:02:22	00:00:08	00:00:08
	09:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:05:23	00:02:23	00:00:06	00:00:06
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:02:57	00:01:10	00:00:09	00:00:09
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:31	00:01:31	00:00:07	00:00:07
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:59	00:02:59	00:00:09	00:00:09
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:07	00:11:16	00:05:19	00:00:07	00:00:07
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:01:14	00:01:02	00:00:10	00:00:10
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:00	00:01:00	00:00:06	00:00:06
16-11-2018		24	23	✔	95.8%	1	✔	4.2%	0	✔	0.0%	00:00:15	00:00:08	00:11:45	00:03:51	00:00:12	00:00:08
GrdRealSantaEulalia		8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:08	00:08:58	00:03:11	00:00:08	00:00:08
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:08:58	00:04:14	00:00:08	00:00:08
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:06:21	00:06:21	00:00:06	00:00:06
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:02:38	00:02:05	00:00:05	00:00:05
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:45	00:00:45	00:00:09	00:00:09
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:01:31	00:01:31	00:00:14	00:00:14
RealBellavistaHotel		4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:10:50	00:03:23	00:00:08	00:00:08
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:00:52	00:00:52	00:00:05	00:00:05
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:04:09	00:04:09	00:00:09	00:00:09
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:51	00:00:51	00:00:09	00:00:09
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:10:50	00:05:32	00:00:08	00:00:08
RealMarinaHotel/Resi		12	11	✔	91.7%	1	✔	8.3%	0	✔	0.0%	00:00:15	00:00:08	00:11:45	00:04:28	00:00:17	00:00:09
	12:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:06:59	00:02:26	00:00:06	00:00:06
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:06:37	00:06:37	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:50	00:03:14	00:00:14	00:00:14
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:12	00:02:12	00:00:08	00:00:08
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:10:10	00:10:10	00:00:09	00:00:09
	18:00:00	3	2	⚠	66.7%	1	✖	33.3%	0	✔	0.0%	00:00:15	00:00:08	00:11:45	00:07:40	00:00:42	00:00:12
17-11-2018		12	12	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:16	00:03:02	00:00:11	00:00:11
GrdRealSantaEulalia		5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:11	00:06:16	00:04:18	00:00:11	00:00:11
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:05:01	00:05:01	00:00:12	00:00:12
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:06:16	00:06:16	00:00:09	00:00:09
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:06:02	00:04:36	00:00:10	00:00:10
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:01:01	00:01:01	00:00:13	00:00:13
RealBellavistaHotel		2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:18	00:03:14	00:00:18	00:00:18
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:18	00:03:14	00:00:18	00:00:18
RealMarinaHotel/Resi		5	5	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:08	00:02:33	00:01:40	00:00:08	00:00:08
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:04	00:01:00	00:00:51	00:00:05	00:00:05
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:17	00:02:17	00:00:08	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:02:33	00:02:33	00:00:13	00:00:13
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:49	00:01:49	00:00:08	00:00:08
19-11-2018		32	32	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:19:20	00:04:21	00:00:10	00:00:10
GrdRealSantaEulalia		13	13	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:19:20	00:05:18	00:00:09	00:00:09
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:02:06	00:01:34	00:00:14	00:00:14
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:01:28	00:01:28	00:00:13	00:00:13
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:06	00:05:53	00:04:24	00:00:07	00:00:07
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:03:55	00:03:55	00:00:06	00:00:06
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:09:18	00:07:00	00:00:10	00:00:10
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:09	00:19:20	00:10:50	00:00:09	00:00:09

# OneContact Reporting

## Service Performance Report

	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:53	00:02:30	00:00:08	00:00:08
RealBellavistaHotel		8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:06	00:02:08	00:00:10	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:53	00:01:53	00:00:05	00:00:05
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:00:30	00:00:30	00:00:08	00:00:08
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:02:43	00:02:43	00:00:11	00:00:11
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:00:36	00:00:36	00:00:11	00:00:11
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:22	00:02:22	00:00:08	00:00:08
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:06	00:04:16	00:00:12	00:00:12
RealMarinaHotel/Resi		11	11	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:17:37	00:04:51	00:00:12	00:00:12
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:02	00:01:02	00:00:23	00:00:23
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:02:45	00:02:34	00:00:12	00:00:12
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:01:23	00:01:14	00:00:08	00:00:08
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:17:37	00:17:37	00:00:13	00:00:13
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:06:36	00:04:34	00:00:12	00:00:12
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:11:44	00:06:41	00:00:08	00:00:08
20-11-2018		33	33	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:08:36	00:02:39	00:00:13	00:00:13
GrdRealSantaEulalia		15	15	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:46	00:02:26	00:00:15	00:00:15
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:39	00:01:39	00:00:07	00:00:07
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:03:17	00:03:17	00:00:10	00:00:10
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:05:46	00:03:07	00:00:32	00:00:32
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:11	00:03:39	00:01:52	00:00:11	00:00:11
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:01	00:03:11	00:00:08	00:00:08
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:05:07	00:02:39	00:00:16	00:00:16
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:01:33	00:00:58	00:00:14	00:00:14
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:02:13	00:02:13	00:00:13	00:00:13
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:02:34	00:02:34	00:00:14	00:00:14
RealBellavistaHotel		9	9	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:08:36	00:02:46	00:00:10	00:00:10
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:13	00:02:14	00:00:13	00:00:13
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:49	00:00:49	00:00:06	00:00:06
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:01:56	00:01:56	00:00:08	00:00:08
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:08:36	00:04:47	00:00:08	00:00:08
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:26	00:02:58	00:00:08	00:00:08
RealMarinaHotel/Resi		9	9	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:05:41	00:02:51	00:00:13	00:00:13
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:03:52	00:03:52	00:00:05	00:00:05
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:05	00:01:38	00:01:28	00:00:06	00:00:06
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:05:11	00:05:11	00:00:08	00:00:08
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:03:24	00:03:24	00:00:03	00:00:03
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:05:41	00:02:40	00:00:23	00:00:23
21-11-2018		29	28	✔	96.6%	0	✔	0.0%	1	✔	3.4%	00:00:15	00:00:09	00:08:43	00:02:10	00:00:11	00:00:11
GrdRealSantaEulalia		6	5	⚠	83.3%	0	✔	0.0%	1	✖	16.7%	00:00:15	00:00:09	00:04:38	00:02:39	00:00:10	00:00:11
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:02:42	00:02:10	00:00:09	00:00:09
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:02:42	00:02:42	00:00:06	00:00:06
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:35	00:01:35	00:00:21	00:00:21
	18:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:10	00:00:10	00:04:38	00:04:38	00:00:08	00:00:10
RealBellavistaHotel		10	10	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:04:46	00:01:41	00:00:10	00:00:10
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:00:35	00:00:35	00:00:08	00:00:08
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:01:37	00:01:01	00:00:10	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:20	00:01:20	00:00:05	00:00:05



OneContact Reporting

Service Performance Report

	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:11	00:02:36	00:01:36	00:00:11	00:00:11
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:46	00:03:18	00:00:16	00:00:16
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:01:32	00:01:32	00:00:03	00:00:03
RealMarinaHotel/Resi		13	13	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:08:43	00:02:18	00:00:12	00:00:12
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:03:46	00:03:46	00:00:26	00:00:26
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:00:45	00:00:40	00:00:10	00:00:10
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:00:19	00:00:19	00:00:11	00:00:11
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:05:50	00:04:30	00:00:10	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:04:32	00:04:32	00:00:09	00:00:09
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:07	00:00:47	00:00:36	00:00:13	00:00:13
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:08:43	00:03:59	00:00:16	00:00:16
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:03:56	00:01:24	00:00:10	00:00:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:01:30	00:01:30	00:00:05	00:00:05
22-11-2018		25	24	✔	96.0%	0	✔	0.0%	0	✔	0.0%	00:00:18	00:00:11	00:14:55	00:03:43	00:00:14	00:00:14
GrdRealSantaEulalia		12	11	✔	91.7%	0	✔	0.0%	0	✔	0.0%	00:00:18	00:00:12	00:10:26	00:02:57	00:00:16	00:00:16
	10:00:00	4	3	⚠	75.0%	0	✔	0.0%	0	✔	0.0%	00:00:18	00:00:10	00:06:08	00:01:50	00:00:10	00:00:08
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:07:24	00:04:49	00:00:10	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:50	00:01:50	00:00:35	00:00:35
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:10:26	00:10:26	00:00:14	00:00:14
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:48	00:01:47	00:00:25	00:00:25
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:00:39	00:00:39	00:00:14	00:00:14
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:02:00	00:02:00	00:00:14	00:00:14
RealBellavistaHotel		7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:04	00:02:43	00:00:12	00:00:12
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:02:01	00:01:34	00:00:08	00:00:08
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:04	00:06:01	00:00:18	00:00:18
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:09	00:01:30	00:01:03	00:00:12	00:00:12
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:03:23	00:03:23	00:00:11	00:00:11
RealMarinaHotel/Resi		6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:14:55	00:06:12	00:00:14	00:00:14
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:40	00:01:40	00:00:09	00:00:09
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:00	00:06:00	00:00:25	00:00:25
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:14:55	00:12:18	00:00:12	00:00:12
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:09:36	00:09:36	00:00:13	00:00:13
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:13	00:01:09	00:00:44	00:00:12	00:00:12
23-11-2018		35	35	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:11:09	00:02:57	00:00:12	00:00:12
GrdRealSantaEulalia		12	12	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:10:08	00:02:21	00:00:15	00:00:15
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:10:08	00:06:42	00:00:20	00:00:20
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:02:46	00:01:40	00:00:24	00:00:24
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:00:33	00:00:33	00:00:12	00:00:12
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:03:15	00:01:32	00:00:14	00:00:14
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:01:34	00:01:24	00:00:09	00:00:09
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:04:08	00:04:08	00:00:10	00:00:10
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:01:02	00:00:54	00:00:10	00:00:10
RealBellavistaHotel		12	12	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:11:09	00:03:14	00:00:12	00:00:12
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:02:45	00:02:45	00:00:05	00:00:05
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:08	00:06:57	00:03:27	00:00:08	00:00:08
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:11:09	00:04:55	00:00:13	00:00:13
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:02:28	00:02:28	00:00:11	00:00:11
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:01:55	00:01:23	00:00:10	00:00:10

# OneContact Reporting

## Service Performance Report

	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:41	00:04:40	00:00:22	00:00:22
RealMarinaHotel/Resi		11	11	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:10	00:09:48	00:03:13	00:00:10	00:00:10
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:09:48	00:09:48	00:00:07	00:00:07
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:02:50	00:02:00	00:00:09	00:00:09
	13:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:10	00:07:32	00:04:08	00:00:09	00:00:09
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:04:57	00:02:52	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:12	00:01:06	00:00:50	00:00:12	00:00:12
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:01:15	00:01:15	00:00:12	00:00:12
24-11-2018		11	5	✖	45.5%	1	✔	9.1%	5	✖	45.5%	00:00:15	00:00:11	00:07:39	00:03:03	00:00:23	00:00:13
GrdRealSantaEulalia		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:05:02	00:05:02	00:00:06	00:00:06
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:05:02	00:05:02	00:00:06	00:00:06
RealBellavistaHotel		9	3	✖	33.3%	1	⚠	11.1%	5	✖	55.6%	00:00:15	00:00:11	00:07:39	00:03:15	00:00:26	00:00:16
	09:00:00	2	1	⚠	50.0%	0	✔	0.0%	1	✖	50.0%	00:00:15	00:00:10	00:07:39	00:07:39	00:00:21	00:00:27
	10:00:00	2	0	✖	0.0%	1	✖	50.0%	1	✖	50.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:01:06	00:00:00
	12:00:00	3	0	✖	0.0%	0	✔	0.0%	3	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:14	00:00:00
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:00:54	00:00:54	00:00:07	00:00:07
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:01:11	00:01:11	00:00:14	00:00:14
RealMarinaHotel/Resi		1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:00:28	00:00:28	00:00:13	00:00:13
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:00:28	00:00:28	00:00:13	00:00:13
26-11-2018		34	34	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:08:04	00:03:21	00:00:15	00:00:15
GrdRealSantaEulalia		10	10	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:08:04	00:03:47	00:00:19	00:00:19
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:55	00:01:55	00:01:21	00:01:21
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:12	00:03:41	00:02:02	00:00:12	00:00:12
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:06:13	00:03:58	00:00:09	00:00:09
	17:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:31	00:03:55	00:00:14	00:00:14
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:08:04	00:08:04	00:00:12	00:00:12
RealBellavistaHotel		9	9	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:30	00:02:27	00:00:13	00:00:13
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:09	00:03:35	00:02:08	00:00:09	00:00:09
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:03:47	00:02:16	00:00:08	00:00:08
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:30	00:03:47	00:00:22	00:00:22
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:42	00:01:40	00:00:16	00:00:16
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:02:25	00:02:25	00:00:11	00:00:11
RealMarinaHotel/Resi		15	15	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:07:00	00:03:33	00:00:13	00:00:13
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:03:55	00:03:50	00:00:18	00:00:18
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:33	00:01:33	00:00:04	00:00:04
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:07:00	00:03:21	00:00:13	00:00:13
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:30	00:01:30	00:00:07	00:00:07
	14:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:06:56	00:04:10	00:00:16	00:00:16
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:04	00:05:43	00:03:53	00:00:06	00:00:06
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:06:04	00:04:56	00:00:15	00:00:15
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:57	00:02:50	00:00:17	00:00:17
27-11-2018		41	38	✔	92.7%	2	✔	4.9%	1	✔	2.4%	00:00:17	00:00:11	00:11:50	00:03:31	00:00:17	00:00:15
GrdRealSantaEulalia		14	13	✔	92.9%	0	✔	0.0%	1	✔	7.1%	00:00:17	00:00:11	00:11:50	00:03:45	00:00:16	00:00:16
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:03:43	00:03:43	00:00:12	00:00:12
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:00:35	00:00:35	00:00:09	00:00:09
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:05	00:00:05	00:03:14	00:03:14	00:00:05	00:00:05
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:24	00:03:12	00:00:17	00:00:17
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:02:09	00:02:09	00:00:12	00:00:12

OneContact Reporting

Service Performance Report

	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:04:20	00:02:53	00:00:17	00:00:17
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:02:23	00:02:23	00:00:12	00:00:12
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:17	00:00:12	00:11:50	00:06:28	00:00:22	00:00:22
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:05:53	00:05:53	00:00:33	00:00:33
	19:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09	00:00:00
RealBellavistaHotel		11	9	⚠	81.8%	2	✖	18.2%	0	✔	0.0%	00:00:15	00:00:09	00:08:40	00:03:58	00:00:18	00:00:08
	09:00:00	1	0	✖	0.0%	1	✖	100.0%	0	✔	0.0%	00:00:15	00:00:15	00:00:00	00:00:00	00:00:14	00:00:00
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:07	00:06:28	00:06:15	00:00:07	00:00:07
	13:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:08	00:02:27	00:01:48	00:00:08	00:00:08
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:10	00:01:46	00:01:39	00:00:10	00:00:10
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:08:40	00:08:40	00:00:10	00:00:10
	18:00:00	2	1	⚠	50.0%	1	✖	50.0%	0	✔	0.0%	00:00:09	00:00:09	00:01:18	00:01:18	00:01:00	00:00:09
RealMarinaHotel/Resi		16	16	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:07:34	00:03:04	00:00:17	00:00:17
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:13	00:03:42	00:03:42	00:00:27	00:00:27
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:30	00:01:30	00:00:24	00:00:24
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:02:01	00:02:01	00:00:07	00:00:07
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:06:04	00:04:24	00:00:14	00:00:14
	14:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:01:47	00:01:39	00:00:16	00:00:16
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:07:09	00:07:09	00:00:11	00:00:11
	16:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:07:34	00:02:39	00:00:20	00:00:20
	17:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:04:34	00:03:02	00:00:17	00:00:17
28-11-2018		35	33	✔	94.3%	0	✔	0.0%	2	✔	5.7%	00:00:19	00:00:09	00:11:10	00:02:51	00:00:11	00:00:11
GrdRealSantaEulalia		8	8	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:19	00:00:09	00:11:10	00:02:40	00:00:11	00:00:11
	09:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:01:51	00:01:51	00:00:04	00:00:04
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:11:10	00:04:19	00:00:05	00:00:05
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:02:29	00:01:05	00:00:37	00:00:37
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:19	00:00:12	00:03:57	00:02:31	00:00:08	00:00:08
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:05:12	00:03:58	00:00:09	00:00:09
RealBellavistaHotel		12	12	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:08	00:03:34	00:01:27	00:00:08	00:00:08
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:01:40	00:01:27	00:00:09	00:00:09
	11:00:00	4	4	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:16	00:00:09	00:01:56	00:01:26	00:00:07	00:00:07
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:01:46	00:01:46	00:00:06	00:00:06
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:03:34	00:03:34	00:00:06	00:00:06
	15:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:06	00:00:26	00:00:23	00:00:06	00:00:06
	16:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:01:08	00:01:08	00:00:19	00:00:19
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:01:30	00:01:30	00:00:03	00:00:03
RealMarinaHotel/Resi		15	13	✔	86.7%	0	✔	0.0%	2	⚠	13.3%	00:00:15	00:00:10	00:08:38	00:04:18	00:00:13	00:00:13
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:04:41	00:04:22	00:00:30	00:00:30
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:10	00:01:10	00:00:07	00:00:07
	11:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:03:20	00:02:37	00:00:11	00:00:11
	13:00:00	4	2	⚠	50.0%	0	✔	0.0%	2	✖	50.0%	00:00:15	00:00:08	00:03:41	00:03:11	00:00:13	00:00:12
	15:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:07:21	00:07:21	00:00:11	00:00:11
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:11	00:07:51	00:05:42	00:00:11	00:00:11
	17:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:11	00:03:00	00:03:00	00:00:11	00:00:11
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:04	00:00:04	00:08:38	00:08:38	00:00:04	00:00:04
29-11-2018		42	40	✔	95.2%	1	✔	2.4%	1	✔	2.4%	00:00:15	00:00:10	00:12:44	00:03:38	00:00:15	00:00:15
GrdRealSantaEulalia		21	20	✔	95.2%	1	✔	4.8%	0	✔	0.0%	00:00:15	00:00:10	00:12:44	00:03:46	00:00:12	00:00:11
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:11:41	00:07:06	00:00:10	00:00:10

OneContact Reporting

Service Performance Report

	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:12:44	00:04:52	00:00:12	00:00:12
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:03:11	00:02:50	00:00:10	00:00:10
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:09	00:00:09	00:04:37	00:04:37	00:00:09	00:00:09
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:01:13	00:01:13	00:00:07	00:00:07
	16:00:00	6	5	⚠	83.3%	1	✖	16.7%	0	✔	0.0%	00:00:15	00:00:08	00:07:43	00:04:40	00:00:10	00:00:08
	17:00:00	6	6	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:03:03	00:01:56	00:00:16	00:00:16
RealBellavistaHotel		13	13	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:10:03	00:03:38	00:00:22	00:00:22
	10:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:05:00	00:04:47	00:00:08	00:00:08
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:09	00:02:56	00:01:29	00:00:09	00:00:09
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:08	00:03:16	00:01:52	00:00:12	00:00:12
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:06:21	00:04:48	00:00:11	00:00:11
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:05:38	00:03:16	00:00:28	00:00:28
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:10:03	00:06:56	00:01:10	00:01:10
RealMarinaHotel/Resi		8	7	✔	87.5%	0	✔	0.0%	1	⚠	12.5%	00:00:15	00:00:10	00:08:51	00:03:13	00:00:14	00:00:15
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:01:08	00:01:08	00:00:12	00:00:12
	11:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:12	00:00:12	00:00:52	00:00:52	00:00:12	00:00:12
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:07	00:00:07	00:04:48	00:04:48	00:00:07	00:00:07
	13:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:02:27	00:02:27	00:00:14	00:00:14
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:02:18	00:02:18	00:00:22	00:00:22
	17:00:00	1	0	✖	0.0%	0	✔	0.0%	1	✖	100.0%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	00:00:00
	18:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:08:51	00:05:30	00:00:20	00:00:20
30-11-2018		37	37	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:10	00:10:14	00:02:56	00:00:16	00:00:16
GrdRealSantaEulalia		16	16	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:09	00:10:14	00:02:38	00:00:10	00:00:10
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:10	00:05:38	00:03:06	00:00:10	00:00:10
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:07	00:05:03	00:02:09	00:00:06	00:00:06
	12:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:03	00:00:03	00:01:11	00:00:48	00:00:03	00:00:03
	14:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:13	00:00:44	00:00:44	00:00:13	00:00:13
	15:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:10:14	00:04:07	00:00:14	00:00:14
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:04:56	00:02:15	00:00:18	00:00:18
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:08	00:00:06	00:01:48	00:01:20	00:00:06	00:00:06
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:08	00:08:58	00:08:58	00:00:19	00:00:19
RealBellavistaHotel		7	7	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:09:29	00:02:36	00:00:12	00:00:12
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:10	00:00:08	00:09:29	00:05:17	00:00:08	00:00:08
	10:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:06	00:00:06	00:00:31	00:00:31	00:00:06	00:00:06
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:00:37	00:00:37	00:00:24	00:00:24
	16:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:13	00:03:51	00:02:09	00:00:13	00:00:13
RealMarinaHotel/Resi		14	14	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:11	00:09:27	00:03:30	00:00:24	00:00:24
	09:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:02:27	00:01:35	00:00:08	00:00:08
	10:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:08	00:05:58	00:03:08	00:00:08	00:00:08
	11:00:00	3	3	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:11	00:00:09	00:09:27	00:05:45	00:00:09	00:00:09
	12:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:14	00:00:01	00:00:01	00:00:41	00:00:41
	16:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:14	00:00:14	00:05:20	00:05:03	00:00:14	00:00:14
	17:00:00	2	2	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:13	00:00:10	00:06:22	00:03:52	00:00:10	00:00:10
	18:00:00	1	1	✔	100.0%	0	✔	0.0%	0	✔	0.0%	00:00:15	00:00:12	00:01:13	00:01:13	00:03:07	00:03:07
TOTAL		828	794	✔	95.9%	10	✔	1.2%	23	✔	2.8%	00:00:24	00:00:09	00:19:20	00:03:06	00:00:13	00:00:12