



DERA Queue Analysis Report

Date From: 01-05-2023 To: 16-05-2023

Time Between: 00:00:00 and: 23:59:59

Printed on: 16-05-2023 at 11:17:53

Queue Number	Queue Name	Total Calls	Total Answered	ABND. Calls	ABND. Over 10 Secs	Calls Not Accepted
801041	Emergency Dept	147	139	8	6	0
801042	Cardiology	114	83	31	23	1
801048	Maternity Ward	14	7	7	7	0
801043	Priority	1	0	1	0	0
801044	Main IVR	0	0	0	0	0
	Total	276	229	47	36	1