Queue Report - Call Summary

Date From: 01-05-2023 To: 29-05-2023

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

Printed on: 29-05-2023 at 17:05:09

Queue: Emergency Dept

Date & Time	Waited in Queue	Duration at Agent(s)	Callers Number	Queue Name	Status
27-05-2023 16:37:04	00:02:28	00:00:07	1003	801041	Answered by 801104
27-05-2023 16:36:30	00:00:05	00:00:07	1003	801041	Answered by 801104
27-05-2023 16:34:30	00:00:09	00:00:14	1003	801041	Answered by 801104
27-05-2023 16:33:58	00:00:05	00:00:12	1003	801041	Answered by 801104
27-05-2023 16:33:21	00:00:11	00:00:06	1003	801041	Answered by 801104
27-05-2023 16:31:56	00:00:05	00:00:10	1003	801041	Answered by 801104
27-05-2023 16:30:01	00:00:13	00:01:32	1003	801041	Answered by 801104
27-05-2023 16:29:17	00:00:05	00:00:09	1003	801041	Answered by 801104
27-05-2023 12:55:40	00:00:12	00:00:22	1003	801041	Answered by 801104
27-05-2023 12:52:58	00:00:07	00:01:25	1003	801041	Answered by 801104
27-05-2023 12:40:29	00:00:05	00:00:18	1003	801041	Answered by 801104
27-05-2023 12:39:25	00:00:21	00:00:31	1003	801041	Answered by 801104
27-05-2023 12:29:04	00:00:06	00:00:08	1003	801041	Answered by 801104
27-05-2023 12:28:08	00:00:06	00:00:17	1003	801041	Answered by 801104
27-05-2023 12:08:40	00:00:07	00:17:11	1003	801041	Answered by 801104
27-05-2023 12:06:42	00:01:17	00:00:18	1003	801041	Answered by 801104
27-05-2023 12:01:59	00:04:11	00:00:16	1003	801041	Answered by 801104
26-05-2023 19:57:46	00:10:44	00:00:00	1003	801041	Answered by 801106
26-05-2023 19:55:35	00:00:01	00:00:00	1003	801041	Answered by 801106
26-05-2023 19:45:34	00:09:21	00:00:00	1003	801041	Answered by 801106
26-05-2023 19:15:17	00:29:52	00:00:00	1003	801041	Abandoned
26-05-2023 11:04:10	00:00:17	00:00:00	1003	801041	Answered by 801106
26-05-2023 10:43:16	00:00:12	00:00:00	1003	801041	Answered by 801106
25-05-2023 18:19:56	00:00:03	00:00:00	1003	801041	Answered by 801106
25-05-2023 18:17:16	00:02:15	00:00:00	1003	801041	Answered by 801106
25-05-2023 18:16:10	00:00:34	00:00:00	1003	801041	Answered by 801106
25-05-2023 18:13:38	00:00:52	00:00:00	1003	801041	Answered by 801106
25-05-2023 18:11:09	00:00:16	00:00:00	1003	801041	Answered by 801106
25-05-2023 18:10:24	00:00:09	00:00:00	1003	801041	Answered by 801106
25-05-2023 18:09:17	00:00:02	00:00:00	1003	801041	Answered by 801106
25-05-2023 17:58:32	00:10:11	00:00:00	1003	801041	Answered by 801106
25-05-2023 17:57:00	00:00:10	00:00:26	1003	801041	Answered by 801104

25-05-2023 17:53:12	00:01:56	00:00:15	1003	801041	Answered by 801104
25-05-2023 17:17:05	00:29:52	00:00:00	1003	801041	Abandoned
25-05-2023 16:59:05	00:15:03	00:00:32	1003	801041	Answered by 801104
25-05-2023 15:57:25	00:29:53	00:00:00	1003	801041	Abandoned
25-05-2023 15:53:08	00:01:19	00:02:20	1003	801041	Answered by 801104
25-05-2023 15:45:47	00:06:18	00:00:00	1003	801041	Abandoned
25-05-2023 15:38:05	00:00:04	00:00:49	1003	801041	Answered by 801104
25-05-2023 15:23:04	00:00:07	00:00:03	1003	801041	Answered by 801104
25-05-2023 15:16:01	00:00:05	00:00:02	1003	801041	Answered by 801104
25-05-2023 15:04:01	00:00:33	00:00:17	1003	801041	Abandoned
25-05-2023 14:47:19	00:00:04	00:00:02	1003	801041	Answered by 801104
25-05-2023 14:44:12	00:00:04	00:02:24	1003	801041	Answered by 801104
25-05-2023 14:23:03	00:00:16	00:00:07	1003	801041	Answered by 801104
25-05-2023 14:01:54	00:00:08	00:07:33	1003	801041	Answered by 801104
25-05-2023 13:44:44	00:06:40	00:03:03	1003	801041	Answered by 801104
24-05-2023 15:32:57	00:00:05	00:00:16	1003	801041	Answered by 801104
24-05-2023 15:31:47	00:00:21	00:00:00	1106	801041	Abandoned
24-05-2023 15:29:39	00:00:45	00:00:33	1106	801041	Answered by 801104
24-05-2023 15:29:08	00:00:38	00:00:34	1003	801041	Answered by 801104
24-05-2023 15:26:07	00:02:30	00:00:00	1106	801041	Abandoned
24-05-2023 15:25:44	00:00:07	00:00:11	1106	801041	Answered by 801104
24-05-2023 15:17:50	00:00:04	00:00:42	1003	801041	Answered by 801104
24-05-2023 14:00:35	00:01:05	00:00:35	1003	801041	Answered by 801104
24-05-2023 13:51:26	00:03:35	00:04:55	1003	801041	Answered by 801104
24-05-2023 13:48:42	00:00:06	00:02:02	1003	801041	Answered by 801104
24-05-2023 13:43:49	00:00:11	00:00:08	1003	801041	Answered by 801104
24-05-2023 13:39:11	00:00:03	00:00:09	1003	801041	Answered by 801104
24-05-2023 13:33:55	00:00:03	00:00:00	1003	801041	Abandoned
24-05-2023 13:33:33	00:00:05	00:00:13	1003	801041	Answered by 801104
24-05-2023 11:36:06	00:00:04	00:00:37	1003	801041	Answered by 801104
23-05-2023 19:19:27	00:00:42	00:00:39	1003	801041	Abandoned
23-05-2023 19:07:04	00:00:09	00:00:15	1106	801041	Answered by 801104
23-05-2023 18:59:59	00:04:55	00:00:00	1106	801041	Abandoned
23-05-2023 18:56:52	00:00:17	00:01:44	1003	801041	Answered by 801104
23-05-2023 18:51:33	00:03:49	00:03:26	1106	801041	Abandoned
23-05-2023 18:50:34	00:00:28	00:00:27	1106	801041	Abandoned
23-05-2023 18:42:57	00:07:15	00:00:56	1106	801041	Abandoned
23-05-2023 18:41:41	00:00:04	00:01:07	1003	801041	Answered by 801104
23-05-2023 18:33:51	00:00:13	00:05:58	1003	801041	Answered by 801104
23-05-2023 18:33:26	00:00:05	00:00:15	1003	801041	Answered by 801104
23-05-2023 18:30:59	00:00:31	00:01:37	1106	801041	Answered by 801104
23-05-2023 18:19:00	00:00:04	00:00:15	1003	801041	Answered by 801104
23-05-2023 18:08:17	00:00:18	00:01:22	1003	801041	Answered by 801104

23-05-2023 17:05:32	00:00:10	00:00:54	1003	801041	Answered by 801104
23-05-2023 16:55:43	00:00:09	00:00:36	1003	801041	Answered by 801104
23-05-2023 16:54:59	00:00:14	00:00:24	1003	801041	Answered by 801104
23-05-2023 16:38:58	00:00:03	00:01:11	1003	801041	Answered by 801104
23-05-2023 16:22:39	00:00:18	00:02:39	1003	801041	Answered by 801104
23-05-2023 16:00:36	00:03:41	00:03:17	1003	801041	Abandoned
23-05-2023 15:31:23	00:00:41	00:00:00	1003	801041	Abandoned
21-05-2023 17:55:29	00:05:22	00:00:00	1003	801041	Abandoned
21-05-2023 17:24:16	00:29:52	00:00:00	1106	801041	Abandoned
21-05-2023 17:17:15	00:29:52	00:00:00	1003	801041	Abandoned
21-05-2023 16:29:13	00:02:25	00:00:00	1106	801041	Abandoned
21-05-2023 16:03:45	00:00:36	00:00:00	1003	801041	Abandoned
20-05-2023 14:37:30	00:00:07	00:00:07	1003	801041	Answered by 801104
20-05-2023 14:25:28	00:00:15	00:00:27	1003	801041	Answered by 801104
18-05-2023 18:02:02	00:00:21	00:00:42	1003	801041	Answered by 801104
18-05-2023 17:37:34	00:00:20	00:00:12	1106	801041	Answered by 801104
18-05-2023 17:25:54	00:00:36	00:00:13	1106	801041	Answered by 801104
18-05-2023 16:42:41	00:00:02	00:00:00	1003	801041	Abandoned
18-05-2023 15:15:21	00:00:04	00:00:13	1003	801041	Answered by 801104
18-05-2023 12:01:53	00:00:05	00:00:11	1003	801041	Answered by 801104
16-05-2023 18:40:51	00:00:04	00:02:27	1003	801041	Answered by 801104
16-05-2023 18:34:48	00:01:08	00:00:05	1003	801041	Answered by 801104
16-05-2023 18:30:08	00:00:04	00:00:09	1003	801041	Answered by 801104
16-05-2023 18:29:12	00:00:06	00:00:27	1003	801041	Answered by 801104
16-05-2023 18:24:37	00:00:05	00:00:08	1003	801041	Answered by 801104
16-05-2023 18:23:51	00:00:04	00:00:10	1003	801041	Answered by 801104
16-05-2023 18:21:23	00:00:03	00:00:10	1003	801041	Answered by 801104
16-05-2023 18:18:33	00:00:04	00:00:11	1003	801041	Answered by 801104
16-05-2023 18:16:08	00:00:04	00:00:08	1003	801041	Answered by 801104
16-05-2023 18:02:09	00:00:04	00:01:20	1003	801041	Answered by 801104
16-05-2023 16:01:21	00:00:11	00:02:40	1003	801041	Answered by 801104
16-05-2023 16:00:59	00:00:00	00:00:00	1003	801041	Overflow on no agent logged-in
16-05-2023 15:48:43	00:00:04	00:00:10	1003	801041	Answered by 801104
16-05-2023 15:29:27	00:00:04	00:00:07	1003	801041	Answered by 801104
12-05-2023 11:47:58	00:00:08	00:00:09	1003	801041	Answered by 801104
12-05-2023 11:34:11	00:00:56	00:00:14	1003	801041	Answered by 801104
12-05-2023 11:31:15	00:00:04	00:00:11	1003	801041	Answered by 801104
12-05-2023 11:18:06	00:00:13	00:00:14	1003	801041	Answered by 801104
11-05-2023 14:33:57	00:00:09	00:00:11	1003	801041	Answered by 801104
11-05-2023 14:33:43	00:00:35	00:00:24	1106	801041	Answered by 801104
11-05-2023 14:33:02	00:00:06	00:00:15	1003	801041	Answered by 801104
11-05-2023 14:05:33	00:00:27	00:00:30	1003	801041	Answered by 801104
11-05-2023 14:04:45	00:00:06	00:00:29	1003	801041	Answered by 801104

11-05-2023 14:03:35	00:00:18	00:00:11	1003	801041	Answered by 801104
11-05-2023 10:09:35	00:00:18	00:00:23	1106	801041	Answered by 801104
11-05-2023 10:09:29	00:00:51	00:00:08	1003	801041	Answered by 801104
11-05-2023 10:08:09	00:00:00	00:00:00	1106	801041	Overflow on no agent logged-in
11-05-2023 10:08:03	00:00:00	00:00:00	1003	801041	Overflow on no agent logged-in
11-05-2023 09:25:56	00:12:51	00:00:14	1003	801041	Answered by 801104
11-05-2023 09:25:51	00:13:18	00:00:12	1106	801041	Answered by 801104
10-05-2023 10:04:56	00:00:04	00:03:24	1003	801041	Answered by 801104
10-05-2023 09:54:40	00:00:04	00:00:32	1003	801041	Answered by 801104
10-05-2023 09:48:00	00:00:04	00:05:44	1003	801041	Answered by 801104
10-05-2023 09:39:55	00:00:19	00:01:06	1003	801041	Answered by 801104
10-05-2023 09:22:54	00:08:22	00:06:37	1003	801041	Answered by 801104
10-05-2023 09:20:21	00:00:09	00:02:20	1003	801041	Answered by 801104
10-05-2023 09:19:40	00:00:07	00:00:28	1003	801041	Answered by 801104
10-05-2023 09:18:21	00:00:06	00:01:11	1003	801041	Answered by 801104
10-05-2023 08:55:37	00:00:00	00:00:12	1106	801041	Overflow to queue Reason OUT-OF-SERVICE
10-05-2023 08:55:20	00:00:00	00:00:17	1003	801041	Overflow to queue Reason OUT-OF-SERVICE
10-05-2023 08:53:06	00:00:00	00:00:00	1003	801041	Overflow to queue Reason OUT-OF-SERVICE
10-05-2023 08:48:16	00:00:00	00:00:00	1003	801041	Overflow to queue Reason OUT-OF-SERVICE
10-05-2023 08:47:23	00:00:00	00:00:11	1003	801041	Overflow to queue Reason OUT-OF-SERVICE
10-05-2023 08:46:57	00:00:00	00:00:12	1003	801041	Overflow to queue Reason OUT-OF-SERVICE
10-05-2023 08:44:42	00:00:00	00:01:45	1106	801041	Overflow to queue Reason OUT-OF-SERVICE
10-05-2023 07:42:01	00:00:00	00:22:52	1003	801041	Overflow to queue Reason OUT-OF-SERVICE
10-05-2023 07:21:38	00:00:00	00:18:23	1003	801041	Overflow to queue Reason OUT-OF-SERVICE
10-05-2023 07:06:58	00:00:00	00:00:00	1106	801041	Overflow to queue Reason OUT-OF-SERVICE
10-05-2023 07:03:59	00:00:00	00:04:12	1003	801041	Overflow to queue Reason OUT-OF-SERVICE
10-05-2023 06:59:06	00:00:00	00:02:36	1003	801041	Overflow to queue Reason OUT-OF-SERVICE
09-05-2023 22:57:00	00:00:06	00:04:43	1003	801041	Answered by 801104
09-05-2023 22:51:00	00:00:04	00:00:08	1003	801041	Answered by 801104
09-05-2023 22:48:16	00:00:04	00:00:56	1003	801041	Answered by 801104
09-05-2023 22:14:19	00:00:06	00:00:13	1003	801041	Answered by 801104

09-05-2023 22:03:44	00:00:18	00:00:21	1003	801041	Answered by 801104
09-05-2023 22:00:45	00:02:08	00:02:02	1003	801041	Abandoned
09-05-2023 15:37:26	00:01:42	00:04:54	1003	801041	Answered by 801104
09-05-2023 15:34:04	00:00:08	00:01:29	1003	801041	Answered by 801104
09-05-2023 15:32:11	00:00:11	00:00:29	1003	801041	Answered by 801104
09-05-2023 15:27:08	00:00:06	00:04:26	1003	801041	Answered by 801104
09-05-2023 15:23:50	00:00:14	00:02:21	1003	801041	Answered by 801104
09-05-2023 15:19:23	00:00:12	00:01:18	1003	801041	Answered by 801104
09-05-2023 14:54:18	00:00:04	00:06:20	1003	801041	Answered by 801104
09-05-2023 14:52:59	00:00:04	00:00:06	1003	801041	Answered by 801104
09-05-2023 14:36:44	00:00:09	00:00:29	1003	801041	Answered by 801104
09-05-2023 10:27:20	00:00:05	00:01:03	1003	801041	Answered by 801104
09-05-2023 10:19:38	00:00:05	00:00:56	1003	801041	Answered by 801104
09-05-2023 10:16:18	00:00:07	00:00:12	1003	801041	Answered by 801104
09-05-2023 10:14:49	00:00:10	00:00:13	1003	801041	Answered by 801104
08-05-2023 18:12:56	00:00:04	00:00:12	1003	801041	Answered by 801104
08-05-2023 18:09:04	00:00:04	00:00:25	1003	801041	Answered by 801104
08-05-2023 18:07:09	00:00:03	00:00:07	1003	801041	Answered by 801104
08-05-2023 18:04:06	00:00:05	00:00:11	1003	801041	Answered by 801104
08-05-2023 18:01:07	00:00:04	00:00:16	1003	801041	Answered by 801104
08-05-2023 17:58:36	00:00:08	00:00:26	1003	801041	Answered by 801104
08-05-2023 17:52:41	00:00:04	00:00:06	1003	801041	Answered by 801104
08-05-2023 17:51:47	00:00:04	00:00:29	1003	801041	Answered by 801104
08-05-2023 17:51:23	00:00:07	00:00:12	1003	801041	Answered by 801104
08-05-2023 17:41:10	00:00:04	00:00:07	1003	801041	Answered by 801104
08-05-2023 17:40:43	00:00:07	00:00:15	1003	801041	Answered by 801104
08-05-2023 17:36:02	00:00:05	00:00:14	1003	801041	Answered by 801104
08-05-2023 17:32:54	00:00:05	00:02:38	1003	801041	Answered by 801104
08-05-2023 17:31:38	00:00:00	00:00:00	1003	801041	Overflow on no agent logged-in
08-05-2023 17:27:27	00:00:07	00:02:56	1003	801041	Answered by 801104
08-05-2023 17:23:40	00:00:05	00:00:23	1003	801041	Answered by 801104
08-05-2023 17:21:46	00:00:05	00:00:28	1003	801041	Answered by 801104
08-05-2023 17:18:39	00:00:05	00:02:43	1003	801041	Answered by 801104
08-05-2023 17:15:19	00:01:45	00:00:15	1003	801041	Answered by 801104
08-05-2023 17:11:23	00:00:05	00:00:35	1003	801041	Answered by 801104
08-05-2023 17:10:03	00:00:16	00:00:16	1003	801041	Answered by 801104
08-05-2023 17:07:26	00:00:07	00:00:59	1003	801041	Answered by 801104
08-05-2023 16:55:47	00:00:06	00:00:08	1003	801041	Answered by 801104
08-05-2023 16:50:29	00:00:05	00:00:22	1003	801041	Answered by 801104
08-05-2023 16:49:48	00:00:05	00:00:22	1003	801041	Answered by 801104
07-05-2023 07:29:28	00:00:00	00:00:09	1003	801041	Overflow to queue Reason OUT-OF-SERVICE

07-05-2023 00:01:09	00:00:00	00:00:00	1003	801041	Overflow to queue Reason OUT-OF-SERVICE
07-05-2023 00:00:49	00:00:00	00:00:12	1003	801041	Overflow to queue Reason OUT-OF-SERVICE
06-05-2023 23:58:35	00:00:04	00:00:34	1003	801041	Answered by 801104
06-05-2023 23:46:30	00:00:17	00:00:00	1003	801041	Answered by 801106
06-05-2023 23:45:38	00:00:05	00:00:18	1003	801041	Answered by 801104
06-05-2023 23:45:20	00:00:06	00:00:14	1003	801041	Answered by 801104
06-05-2023 23:39:23	00:00:27	00:00:40	1003	801041	Answered by 801104
06-05-2023 23:30:45	00:00:06	00:00:07	1003	801041	Answered by 801104
06-05-2023 23:27:54	00:00:04	00:01:30	1003	801041	Answered by 801104
06-05-2023 23:23:40	00:00:07	00:03:34	1003	801041	Answered by 801104
06-05-2023 23:20:08	00:00:14	00:02:43	1003	801041	Answered by 801104
06-05-2023 23:17:46	00:00:05	00:00:29	1003	801041	Answered by 801104
06-05-2023 23:17:17	00:00:06	00:00:10	1003	801041	Answered by 801104
06-05-2023 23:15:53	00:00:08	00:00:11	1003	801041	Answered by 801104
06-05-2023 23:15:29	00:00:04	00:00:22	1003	801041	Answered by 801104
06-05-2023 23:10:57	00:00:03	00:00:00	1003	801041	Abandoned
06-05-2023 23:07:25	00:01:41	00:02:41	1003	801041	Answered by 801104
06-05-2023 23:05:43	00:01:17	00:01:14	1003	801041	Abandoned
06-05-2023 23:03:48	00:01:32	00:01:29	1003	801041	Abandoned
06-05-2023 22:56:06	00:00:00	00:00:00	1003	801041	Overflow on no agent logged-in
06-05-2023 22:50:16	00:00:08	00:00:11	1003	801041	Answered by 801104
06-05-2023 22:49:54	00:00:00	00:00:00	1003	801041	Overflow on no agent logged-in
06-05-2023 22:47:38	00:00:05	00:01:46	1003	801041	Answered by 801104
06-05-2023 22:43:32	00:00:09	00:03:43	1003	801041	Answered by 801104
06-05-2023 22:35:45	00:00:07	00:05:18	1003	801041	Answered by 801104
06-05-2023 22:33:45	00:00:13	00:01:10	1003	801041	Answered by 801104
06-05-2023 22:29:08	00:00:05	00:00:28	1003	801041	Answered by 801104
06-05-2023 22:13:40	00:04:21	00:00:36	1003	801041	Answered by 801104
06-05-2023 22:13:12	00:00:05	00:00:17	1003	801041	Answered by 801104
06-05-2023 22:10:04	00:00:07	00:02:22	1003	801041	Answered by 801104
06-05-2023 22:07:47	00:00:04	00:01:33	1003	801041	Answered by 801104
06-05-2023 22:02:46	00:00:04	00:04:30	1003	801041	Answered by 801104
06-05-2023 22:02:19	00:00:00	00:00:00	1003	801041	Overflow on no agent logged-in
06-05-2023 21:44:35	00:00:05	00:02:34	1003	801041	Answered by 801104
06-05-2023 21:32:54	00:02:05	00:08:28	1003	801041	Answered by 801104
06-05-2023 21:32:29	00:00:06	00:00:14	1003	801041	Answered by 801104
06-05-2023 21:31:06	00:00:03	00:00:00	1003	801041	Abandoned
06-05-2023 21:24:39	00:06:06	00:00:16	1003	801041	Answered by 801104
06-05-2023 21:24:15	00:00:05	00:00:14	1003	801041	Answered by 801104
06-05-2023 21:18:41	00:02:14	00:00:45	1003	801041	Answered by 801104

06-05-2023 21:18:03	00:00:04	00:00:29	1003	801041	Answered by 801104
06-05-2023 21:15:25	00:01:45	00:00:16	1003	801041	Answered by 801104
06-05-2023 21:14:44	00:00:06	00:00:31	1003	801041	Answered by 801104
06-05-2023 21:10:08	00:00:42	00:00:00	1003	801041	Abandoned
06-05-2023 21:09:29	00:00:07	00:00:29	1003	801041	Answered by 801104
06-05-2023 21:08:13	00:00:05	00:00:25	1003	801041	Answered by 801104
06-05-2023 21:05:15	00:00:06	00:01:22	1003	801041	Answered by 801104
06-05-2023 21:02:42	00:00:12	00:00:31	1003	801041	Answered by 801104
06-05-2023 21:00:54	00:00:13	00:01:09	1003	801041	Answered by 801104
06-05-2023 20:56:35	00:01:36	00:01:31	1003	801041	Answered by 801104
06-05-2023 20:52:23	00:00:05	00:01:03	1003	801041	Answered by 801104
06-05-2023 20:51:54	00:00:00	00:00:00	1003	801041	Overflow on no agent logged-in
06-05-2023 20:40:10	00:00:06	00:11:13	1003	801041	Answered by 801104
06-05-2023 20:36:55	00:02:06	00:02:04	1003	801041	Abandoned
06-05-2023 20:32:28	00:00:07	00:03:07	1003	801041	Answered by 801104
06-05-2023 20:21:12	00:00:09	00:04:54	1003	801041	Answered by 801104
06-05-2023 20:09:44	00:01:28	00:01:11	1003	801041	Abandoned
06-05-2023 19:59:31	00:00:07	00:01:13	1003	801041	Answered by 801104
06-05-2023 19:55:50	00:00:17	00:02:23	1003	801041	Answered by 801104
06-05-2023 18:16:54	00:00:17	00:10:38	1003	801041	Answered by 801104
06-05-2023 18:12:34	00:00:09	00:03:21	1003	801041	Answered by 801104
06-05-2023 17:50:16	00:00:10	00:06:45	1003	801041	Answered by 801104
06-05-2023 17:41:20	00:00:10	00:02:53	1003	801041	Answered by 801104
06-05-2023 17:30:52	00:00:11	00:02:45	1003	801041	Answered by 801104
06-05-2023 17:25:22	00:00:04	00:04:27	1003	801041	Answered by 801104
06-05-2023 17:16:35	00:00:24	00:01:48	1003	801041	Answered by 801104
06-05-2023 15:25:09	00:00:13	00:02:17	1003	801041	Answered by 801104
06-05-2023 15:21:02	00:00:05	00:00:24	1003	801041	Answered by 801104
06-05-2023 15:20:28	00:00:11	00:00:10	1003	801041	Answered by 801104
06-05-2023 15:17:25	00:00:08	00:00:22	1003	801041	Answered by 801104
06-05-2023 15:14:00	00:00:10	00:02:17	1003	801041	Answered by 801104
06-05-2023 15:11:40	00:00:14	00:00:23	1003	801041	Answered by 801104
06-05-2023 15:06:22	00:00:06	00:00:09	1003	801041	Answered by 801104
06-05-2023 15:04:18	00:00:04	00:00:07	1003	801041	Answered by 801104
06-05-2023 15:02:13	00:00:11	00:00:21	1003	801041	Answered by 801104
06-05-2023 14:55:59	00:00:05	00:05:43	1003	801041	Answered by 801104
06-05-2023 14:51:54	00:00:04	00:00:10	1003	801041	Answered by 801104
06-05-2023 14:49:34	00:00:05	00:00:12	1003	801041	Answered by 801104
06-05-2023 14:46:19	00:00:08	00:01:28	1003	801041	Answered by 801104
03-05-2023 09:48:41	00:00:07	00:01:05	1003	801041	Answered by 801104
03-05-2023 09:46:23	00:00:04	00:00:08	1003	801041	Answered by 801104
03-05-2023 09:34:40	00:00:07	00:10:53	1003	801041	Answered by 801104
02-05-2023 16:36:18	00:00:11	00:00:23	1003	801041	Answered by 801104

Date & Time	Waited in Queue	Duration at Agent(s)	Callers Number	Queue Name	Status
01-05-2023 16:28:25	00:00:00	00:00:00	1003	801041	Overflow on no agent logged-in
01-05-2023 16:28:04	00:00:00	00:00:00	1003	801041	Overflow on no agent logged-in
01-05-2023 10:09:53	00:00:26	00:00:07	1003	801041	Answered by 801104
01-05-2023 10:03:49	00:00:23	00:00:12	1003	801041	Answered by 801104
01-05-2023 09:48:07	00:00:10	00:00:13	1003	801041	Answered by 801104
01-05-2023 09:42:27	00:00:19	00:00:14	1003	801041	Answered by 801104
01-05-2023 09:24:38	00:00:07	00:00:09	1003	801041	Answered by 801104
Total: 280	05:59:39	05:57:58			

Queue: Priority

Date & Time	Waited in Queue	Duration at Agent(s)	Callers Number	Queue Name	Status
25-05-2023 17:01:22	00:27:51	00:00:00	1106	801043	Abandoned
21-05-2023 16:27:57	00:03:39	00:00:00	1003	801043	Abandoned
01-05-2023 09:55:18	00:00:04	00:00:00	1003	801043	Abandoned
Total: 3	00:31:34	00:00:00			

Queue: Cardiology

Date & Time	Waited in Queue	Duration at Agent(s)	Callers Number	Queue Name	Status
25-05-2023 16:59:21	00:02:01	00:00:00	1106	801042	Overflow to queue 801043 Reason MAX_WAIT_QUEUE
25-05-2023 13:45:28	00:00:07	00:00:00	1106	801042	Abandoned
23-05-2023 13:24:07	00:00:47	00:00:00	1101	801042	Abandoned
23-05-2023 13:23:19	00:00:31	00:00:00	1101	801042	Abandoned
23-05-2023 12:56:08	00:00:13	00:00:15	1003	801042	Answered by 801102
22-05-2023 20:18:50	00:00:48	00:00:20	1003	801042	Abandoned
22-05-2023 20:16:13	00:00:35	00:00:21	1003	801042	Answered by 801002
22-05-2023 19:34:09	00:00:53	00:00:21	1003	801042	Answered by 801002
22-05-2023 19:19:53	00:00:06	00:00:00	1003	801042	Abandoned
22-05-2023 19:11:38	00:00:35	00:00:20	1003	801042	Answered by 801002
22-05-2023 19:02:44	00:00:03	00:00:09	1003	801042	Answered by 801002
22-05-2023 19:00:51	00:00:58	00:01:00	1003	801042	Answered by 801002
22-05-2023 18:59:34	00:01:00	00:00:55	1003	801042	Abandoned
22-05-2023 18:53:58	00:00:58	00:00:54	1003	801042	Abandoned
22-05-2023 18:28:07	00:00:38	00:00:35	1003	801042	Abandoned
22-05-2023 18:27:15	00:00:36	00:00:39	1003	801042	Answered by 801002
21-05-2023 16:25:56	00:02:01	00:00:00	1003	801042	Overflow to queue 801043 Reason MAX_WAIT_QUEUE
19-05-2023 11:48:29	00:02:01	00:00:00	1101	801042	Callback closed Reason MAX-WAIT-LIMIT 1101
17-05-2023 10:20:12	00:00:06	00:00:12	1003	801042	Answered by 801002
11-05-2023 16:50:32	00:00:08	00:01:30	1106	801042	Answered by 801102

11-05-2023 10:11:03	00:01:47	00:00:00	1106	801042	Abandoned
11-05-2023 09:40:24	00:01:04	00:00:00	1003	801042	Abandoned
10-05-2023 21:15:23	00:00:06	00:00:07	1003	801042	Answered by 801102
10-05-2023 20:14:20	00:00:05	00:00:08	1003	801042	Answered by 801102
10-05-2023 20:11:26	00:00:06	00:00:08	1003	801042	Answered by 801102
10-05-2023 20:06:43	00:00:06	00:00:10	1003	801042	Answered by 801102
10-05-2023 18:57:03	00:00:04	00:01:09	1106	801042	Answered by 801002
10-05-2023 18:47:46	00:00:05	00:00:41	1106	801042	Answered by 801002
10-05-2023 18:44:43	00:00:05	00:01:55	1106	801042	Answered by 801002
10-05-2023 18:42:37	00:00:04	00:00:16	1106	801042	Answered by 801002
10-05-2023 17:30:58	00:00:12	00:00:44	1106	801042	Answered by 801102
10-05-2023 17:18:55	00:00:04	00:00:04	1106	801042	Answered by 801002
10-05-2023 17:15:39	00:00:11	00:01:36	1106	801042	Answered by 801002
10-05-2023 17:05:40	00:00:12	00:01:20	1106	801042	Answered by 801102
10-05-2023 17:01:06	00:00:10	00:01:50	1106	801042	Answered by 801102
10-05-2023 16:47:16	00:00:22	00:00:07	1003	801042	Answered by 801002
10-05-2023 16:33:04	00:00:42	00:00:00	1106	801042	Abandoned
10-05-2023 16:32:04	00:00:11	00:00:08	1106	801042	Abandoned
10-05-2023 11:27:18	00:00:13	00:00:53	1003	801042	Answered by 801002
08-05-2023 19:08:54	00:00:05	00:00:07	1003	801042	Answered by 801002
08-05-2023 15:46:50	00:00:04	00:00:05	1003	801042	Answered by 801002
08-05-2023 15:09:29	00:00:06	00:00:21	1106	801042	Answered by 801002
08-05-2023 15:08:47	00:00:09	00:00:18	1106	801042	Answered by 801102
08-05-2023 15:08:07	00:00:00	00:00:00	1106	801042	Abandoned
08-05-2023 12:39:06	00:00:05	00:00:06	1003	801042	Answered by 801102
08-05-2023 12:38:47	00:00:05	00:00:05	1003	801042	Answered by 801002
08-05-2023 12:38:02	00:00:06	00:00:09	1003	801042	Answered by 801102
08-05-2023 12:37:43	00:00:04	00:00:06	1003	801042	Answered by 801002
08-05-2023 12:34:24	00:00:33	00:00:00	1102	801042	Abandoned
08-05-2023 12:33:40	00:00:05	00:00:10	1003	801042	Answered by 801102
08-05-2023 12:33:19	00:00:05	00:00:08	1003	801042	Answered by 801002
08-05-2023 12:31:38	00:00:05	00:00:04	1003	801042	Abandoned
08-05-2023 12:31:14	00:00:06	00:00:07	1003	801042	Answered by 801102
08-05-2023 12:30:55	00:00:04	00:00:06	1003	801042	Answered by 801002
08-05-2023 12:23:25	00:00:05	00:00:06	1003	801042	Answered by 801102
08-05-2023 12:23:05	00:00:04	00:00:05	1003	801042	Answered by 801002
08-05-2023 12:15:49	00:00:42	00:00:00	1101	801042	Abandoned
08-05-2023 12:15:01	00:00:06	00:00:09	1003	801042	Answered by 801102
08-05-2023 12:14:41	00:00:06	00:00:07	1003	801042	Answered by 801002
08-05-2023 12:06:17	00:00:04	00:00:04	1003	801042	Answered by 801002
08-05-2023 12:05:44	00:00:06	00:00:08	1003	801042	Answered by 801102
08-05-2023 12:05:24	00:00:05	00:00:06	1003	801042	Answered by 801002
08-05-2023 11:09:55	00:00:25	00:00:27	1003	801042	Answered by 801002

08-05-2023 11:09:34	00:00:08	00:00:07	1003	801042	Abandoned
08-05-2023 11:06:20	00:00:06	00:00:08	1003	801042	Answered by 801102
08-05-2023 11:05:58	00:00:04	00:00:06	1003	801042	Answered by 801002
08-05-2023 10:56:39	00:00:36	00:00:00	1003	801042	Abandoned
08-05-2023 10:55:52	00:00:26	00:00:10	1003	801042	Answered by 801102
08-05-2023 10:54:55	00:00:24	00:00:00	1003	801042	Abandoned
08-05-2023 10:54:25	00:00:10	00:00:10	1003	801042	Abandoned
05-05-2023 19:27:17	00:00:06	00:00:06	1003	801042	Answered by 801102
05-05-2023 19:22:46	00:00:37	00:00:00	1101	801042	Abandoned
05-05-2023 19:14:57	00:06:55	00:00:00	1101	801042	
05-05-2023 19:06:59	00:01:01	00:00:00	1101	801042	Abandoned
05-05-2023 19:03:38	00:00:07	00:00:12	1003	801042	Answered by 801102
05-05-2023 18:47:11	00:00:04	00:00:07	1003	801042	Answered by 801102
05-05-2023 18:34:11	00:00:06	00:00:08	1003	801042	Answered by 801102
05-05-2023 17:09:24	00:00:04	00:00:03	1003	801042	Answered by 801002
05-05-2023 16:58:09	00:00:05	00:00:11	1003	801042	Answered by 801102
05-05-2023 16:57:35	00:00:04	00:00:09	1003	801042	Answered by 801002
05-05-2023 13:19:19	00:00:07	00:00:10	1003	801042	Answered by 801102
05-05-2023 13:18:53	00:00:11	00:00:13	1003	801042	Answered by 801002
05-05-2023 13:08:15	00:00:07	00:00:17	1003	801042	Answered by 801102
05-05-2023 13:06:55	00:00:05	00:00:11	1003	801042	Answered by 801002
05-05-2023 12:47:14	00:00:04	00:00:05	1003	801042	Answered by 801002
04-05-2023 16:22:46	00:00:06	00:00:24	2312	801042	Abandoned
04-05-2023 16:19:49	00:00:01	00:00:00	2312	801042	Abandoned
04-05-2023 16:18:21	00:00:28	00:00:00	2312	801042	Abandoned
04-05-2023 16:10:33	00:01:05	00:01:21	2312	801042	Abandoned
04-05-2023 15:17:03	00:00:29	00:00:49	2312	801042	Abandoned
04-05-2023 14:53:06	00:00:26	00:00:44	2312	801042	Abandoned
04-05-2023 14:48:04	00:00:11	00:00:29	2312	801042	Abandoned
04-05-2023 14:44:13	00:00:15	00:00:30	2312	801042	Abandoned
03-05-2023 19:13:58	00:00:11	00:00:16	1003	801042	Answered by 801102
03-05-2023 16:56:17	00:00:11	00:00:18	1003	801042	Answered by 801106
03-05-2023 16:13:16	00:00:06	00:01:06	1003	801042	Answered by 801106
03-05-2023 15:23:40	00:00:24	00:00:30	1003	801042	Answered by 801102
02-05-2023 17:01:59	00:00:05	00:00:10	2312	801042	Answered by 801102
02-05-2023 17:00:59	00:00:07	00:00:08	2312	801042	Answered by 801102
02-05-2023 17:00:22	00:00:04	00:00:12	2312	801042	Answered by 801102
02-05-2023 16:59:24	00:00:04	00:00:34	2312	801042	Answered by 801102
02-05-2023 16:58:52	00:00:05	00:00:08	2312	801042	Answered by 801102
02-05-2023 15:58:25	00:00:02	00:00:04	1102	801042	Answered by 801002
02-05-2023 15:57:14	00:00:03	00:00:06	1102	801042	Answered by 801002
02-05-2023 15:56:23	00:00:04	00:00:04	1102	801042	Answered by 801002
02-05-2023 15:55:45	00:00:06	00:00:07	1102	801042	Answered by 801002

02-05-2023 15:55:07	00:00:05	00:00:06	1102	801042	Answered by 801002
02-05-2023 15:53:54	00:00:05	00:00:08	1102	801042	Answered by 801002
02-05-2023 15:53:13	00:00:02	00:00:06	1102	801042	Answered by 801002
02-05-2023 15:51:44	00:00:04	00:00:20	1102	801042	Answered by 801106
02-05-2023 15:50:16	00:00:10	00:00:14	1102	801042	Answered by 801106
02-05-2023 15:48:42	00:00:05	00:00:15	1102	801042	Answered by 801106
02-05-2023 15:47:28	00:00:17	00:00:24	1102	801042	Answered by 801106
02-05-2023 15:44:36	00:00:05	00:00:08	2312	801042	Answered by 801106
02-05-2023 15:38:42	00:00:09	00:00:13	1102	801042	Answered by 801106
02-05-2023 15:37:01	00:00:05	00:00:10	1102	801042	Answered by 801106
02-05-2023 15:35:03	00:00:05	00:00:36	1102	801042	Answered by 801106
02-05-2023 15:29:08	00:00:03	00:00:05	1102	801042	Answered by 801002
02-05-2023 15:28:33	00:00:04	00:00:06	1102	801042	Answered by 801002
02-05-2023 15:27:11	00:00:03	00:00:04	2312	801042	Answered by 801002
02-05-2023 15:25:41	00:00:04	00:00:12	2312	801042	Answered by 801002
02-05-2023 15:07:47	00:00:05	00:00:08	2312	801042	Answered by 801002
02-05-2023 15:06:10	00:00:03	00:00:07	2312	801042	Answered by 801002
02-05-2023 15:03:51	00:00:05	00:00:11	2312	801042	Answered by 801002
02-05-2023 15:03:09	00:00:04	00:00:07	2312	801042	Answered by 801002
02-05-2023 14:56:53	00:00:07	00:00:00	2312	801042	Abandoned
02-05-2023 14:51:30	00:00:16	00:00:00	2312	801042	Abandoned
02-05-2023 14:43:50	00:00:11	00:00:10	2312	801042	Abandoned
02-05-2023 14:31:25	00:00:06	00:00:07	2312	801042	Abandoned
02-05-2023 14:24:17	00:00:12	00:00:10	2312	801042	Abandoned
02-05-2023 14:19:20	00:00:19	00:00:19	1002	801042	Abandoned
02-05-2023 14:10:26	00:00:22	00:00:21	1002	801042	Abandoned
02-05-2023 12:58:46	00:00:17	00:00:18	1106	801042	Abandoned
01-05-2023 09:43:05	00:04:37	00:00:00	1003	801042	Abandoned
Total: 134	00:48:39	00:37:29			

Queue: Maternity Ward

Date & Time	Waited in Queue	Duration at Agent(s)	Callers Number	Queue Name	Status
24-05-2023 15:30:54	00:00:06	00:00:47	1003	801048	Answered by 801104
24-05-2023 13:45:02	00:00:06	00:02:33	1003	801048	Answered by 801104
24-05-2023 13:39:57	00:03:27	00:02:53	1003	801048	Answered by 801104
24-05-2023 11:37:17	00:03:46	00:00:00	1003	801048	Abandoned
20-05-2023 14:26:36	00:08:42	00:00:08	1003	801048	Answered by 801104
19-05-2023 18:11:58	00:04:55	00:00:00	1003	801048	Abandoned
19-05-2023 14:56:39	00:05:45	00:00:00	1003	801048	Abandoned
19-05-2023 14:35:37	00:00:25	00:00:00	1003	801048	Abandoned
18-05-2023 18:03:38	00:04:53	00:00:00	1003	801048	Abandoned
18-05-2023 18:01:18	00:00:15	00:00:00	1106	801048	Abandoned

18-05-2023 17:58:47	00:02:44	00:00:00	1003	801048	Abandoned
18-05-2023 17:49:41	00:06:19	00:00:00	1106	801048	Abandoned
18-05-2023 17:40:12	00:15:53	00:00:00	1003	801048	Abandoned
18-05-2023 17:38:39	00:00:11	00:00:00	1106	801048	Abandoned
18-05-2023 17:29:12	00:09:24	00:00:00	1003	801048	Abandoned
18-05-2023 17:27:16	00:01:03	00:00:00	1106	801048	Abandoned
18-05-2023 17:11:36	00:16:01	00:00:00	1003	801048	Abandoned
18-05-2023 16:34:59	00:07:20	00:00:16	1003	801048	Answered by 801104
18-05-2023 15:47:21	00:29:24	00:00:00	1003	801048	Abandoned
18-05-2023 15:38:21	00:08:12	00:00:00	1003	801048	Abandoned
18-05-2023 15:16:11	00:00:14	00:00:00	1003	801048	Abandoned
18-05-2023 12:02:37	00:17:36	00:00:00	1003	801048	
16-05-2023 18:30:54	00:03:37	00:00:00	1003	801048	Abandoned
16-05-2023 18:16:54	00:01:17	00:00:00	1003	801048	Abandoned
16-05-2023 18:04:07	00:01:46	00:00:00	1003	801048	
16-05-2023 16:04:46	00:00:51	00:00:00	1003	801048	Abandoned
16-05-2023 15:49:30	00:05:59	00:00:00	1003	801048	Abandoned
16-05-2023 15:30:13	00:18:15	00:00:00	1003	801048	Abandoned
12-05-2023 11:48:49	00:04:41	00:00:00	1003	801048	Abandoned
12-05-2023 11:32:04	00:01:49	00:00:00	1003	801048	Abandoned
12-05-2023 11:19:06	00:09:54	00:00:00	1003	801048	Abandoned
11-05-2023 09:39:55	00:00:54	00:01:03	1106	801048	Answered by 801104
11-05-2023 09:39:35	00:00:04	00:00:41	1003	801048	Answered by 801104
11-05-2023 09:16:30	00:09:06	00:00:00	1106	801048	Abandoned
11-05-2023 09:02:44	00:22:44	00:00:00	1003	801048	Abandoned
11-05-2023 08:59:01	00:00:00	00:00:00	1003	801048	Overflow to queue Reason OUT-OF-SERVICE
11-05-2023 08:52:01	00:00:00	00:00:00	1003	801048	Overflow to queue Reason OUT-OF-SERVICE
10-05-2023 08:47:51	00:00:00	00:00:13	1003	801048	Overflow to queue Reason OUT-OF-SERVICE
10-05-2023 08:44:04	00:00:00	00:00:24	1106	801048	Overflow to queue Reason OUT-OF-SERVICE
10-05-2023 08:38:13	00:00:00	00:00:00	1106	801048	Overflow to queue Reason OUT-OF-SERVICE
10-05-2023 08:32:04	00:00:00	00:00:00	1106	801048	Overflow to queue Reason OUT-OF-SERVICE
10-05-2023 08:28:42	00:00:00	00:00:00	1106	801048	Overflow to queue Reason OUT-OF-SERVICE
10-05-2023 08:20:58	00:00:00	00:00:00	1106	801048	Overflow to queue Reason OUT-OF-SERVICE
10-05-2023 07:08:19	00:00:00	00:00:00	1003	801048	Overflow to queue Reason OUT-OF-SERVICE
08-05-2023 17:09:04	00:00:39	00:00:00	1003	801048	Abandoned

06-05-2023 23:46:04	00:00:00	00:00:12	1003	801048	Overflow to queue Reason OUT-OF-SERVICE
06-05-2023 23:31:02	00:00:00	00:00:00	1003	801048	Overflow to queue Reason OUT-OF-SERVICE
06-05-2023 23:16:15	00:00:00	00:00:40	1003	801048	Overflow to queue Reason OUT-OF-SERVICE
03-05-2023 09:47:11	00:00:05	00:00:54	1003	801048	Answered by 801104
02-05-2023 16:37:26	00:02:55	00:00:13	1003	801048	Answered by 801104
01-05-2023 10:11:00	00:00:33	00:00:00	1003	801048	Answered by 801106
01-05-2023 10:04:56	00:04:43	00:00:10	1003	801048	Answered by 801104
01-05-2023 09:49:03	00:05:40	00:00:23	1003	801048	Answered by 801104
01-05-2023 09:25:26	00:02:56	00:00:00	1003	801048	Abandoned
Total: 54	04:05:09	00:11:30			