



SLA Performance by Queue

Date From: 01-05-2023 To: 22-05-2023

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

Printed on: 22-05-2023 at 20:30:21

Date: 01-05-2023

Queues	Total Calls	Calls Answered Within SLA	Calls Answered Outside SLA
Cardiology	263	73	17
Emergency Dept	404	136	23
Maternity Ward	111	2	7
Priority	3	0	0
Total	3	0	0

Date: 12-05-2023

Queues	Total Calls	Calls Answered Within SLA	Calls Answered Outside SLA
Main IVR	4	0	0
Total	4	0	0