



## Call Summary Report

Date From: 5-15-2023 To: 5-21-2023

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

Printed on: 5-25-2023 at 17:18:51

|        |     |             |                      |                |             |                |                |                 |                  |                      | Cardiology |
|--------|-----|-------------|----------------------|----------------|-------------|----------------|----------------|-----------------|------------------|----------------------|------------|
| Queues |     | Total Calls | Total Transferred In | Answered Calls | ABND. Calls | ABND. Calls(%) | Avg. Wait Time | Longest Waiting | Shortest Waiting | Avg Logged-In Agents |            |
| 1      | 0   | 1           | 0                    | 0              | 0           | 00:00:06       | 00:00:06       | 00:00:06        | 3                | Emergency Dept       | 26         |
| 0      | 20  | 6           | 23                   | 00:02:46       | 00:29:52    | 00:00:02       | 2              | Maternity Ward  | 22               |                      | 0          |
| 2      | 20  | 91          | 00:06:53             | 00:29:24       | 00:00:11    | 2              | Priority       | 1               | 0                |                      | 0          |
| 1      | 100 | 00:03:39    | 00:03:39             | 00:03:39       | 3           | Total          | 50             | 0               | 23               |                      | 27         |