



Queue Report - Operational Overview

Date From: 5-26-2023 To: 5-26-2023

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

Printed on: 5-26-2023 at 14:58:03

Queue Name	Total Calls Answered	Answer Call %	Avg. ACD Time	ABND. Calls	ABND. %	Avg. ABND. Time	Total Calls	Avg. Wait Time	Overflowed into Queue	Overflowed out	AVG. Speed Ans	Service Level %	Max Delay	ACD Time %
Emergency Dept	2	100	00:00:00	0	0	00:00:00	2	00:00:14	0	0	00:00:00	100	00:00:17	0
Maternity Ward	0	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0
Cardiology	0	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0
Main IVR	0	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0
Priority	0	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0
Total	2	100	00:00:00	0	0	00:00:00	2	00:00:02	0	0	00:00:00	100	00:00:17	0