



Queue Report - Call Summary

Date From: 01-05-2023 To: 31-05-2023

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

Printed on: 31-05-2023 at 15:24:44

| Queues | Total Calls | Total Transferred In | Overflowed Out | Answered Calls | ABND. Calls | ABND. Calls(%) | Avg. Wait Time | Longest Waiting | Shortest Waiting | Avg Logged-In Agents |
|----------------|-------------|----------------------|----------------|----------------|-------------|----------------|----------------|-----------------|------------------|----------------------|
| Cardiology | 132 | 3 | 2 | 91 | 39 | 30 | 00:00:18 | 00:04:37 | 00:00:00 | 2 |
| Emergency Dept | 290 | 36 | 25 | 235 | 30 | 10 | 00:01:14 | 00:29:53 | 00:00:00 | 1 |
| Maternity Ward | 55 | 58 | 12 | 15 | 28 | 51 | 00:04:13 | 00:29:24 | 00:00:00 | 2 |
| Priority | 3 | 1 | 0 | 0 | 3 | 100 | 00:10:31 | 00:27:51 | 00:00:04 | 9 |
| Total | 480 | 98 | 39 | 341 | 100 | 48 | 00:04:04 | 00:29:53 | 00:00:00 | 13 |