



# Agent Report - Agent Call Volume by Hour

Date From: 01-05-2023 To: 30-05-2023

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

Printed on: 30-05-2023 at 11:50:38

**Date:** 02-05-2023 00:00:00      **Queue:** Cardiology

Agent Name	Hour	Answered Calls
801002 801002	15:00 - 16:00	15
Abdul Rehman	15:00 - 16:00	8
Mamoon Remote	16:00 - 17:00	2
Mamoon Remote	17:00 - 18:00	3

**Date:** 05-05-2023 00:00:00      **Queue:** Cardiology

Agent Name	Hour	Answered Calls
801002 801002	12:00 - 13:00	1
801002 801002	13:00 - 14:00	2
801002 801002	16:00 - 17:00	1
801002 801002	17:00 - 18:00	1
Mamoon Remote	13:00 - 14:00	2
Mamoon Remote	16:00 - 17:00	1
Mamoon Remote	18:00 - 19:00	2
Mamoon Remote	19:00 - 20:00	2

**Date:** 08-05-2023 00:00:00      **Queue:** Cardiology

Agent Name	Hour	Answered Calls
801002 801002	11:00 - 12:00	2
801002 801002	12:00 - 13:00	8
801002 801002	15:00 - 16:00	2
801002 801002	19:00 - 20:00	1
Mamoon Remote	10:00 - 11:00	1
Mamoon Remote	11:00 - 12:00	1
Mamoon Remote	12:00 - 13:00	7
Mamoon Remote	15:00 - 16:00	1

**Date:** 10-05-2023 00:00:00      **Queue:** Cardiology

Agent Name	Hour	Answered Calls
801002 801002	11:00 - 12:00	1
801002 801002	16:00 - 17:00	1
801002 801002	17:00 - 18:00	2

801002 801002	18:00 - 19:00	4
Mamoon Remote	17:00 - 18:00	3
Mamoon Remote	20:00 - 21:00	3
Mamoon Remote	21:00 - 22:00	1

**Date:** 17-05-2023 00:00:00 **Queue:** Cardiology

Agent Name	Hour	Answered Calls
801002 801002	10:00 - 11:00	1

**Date:** 22-05-2023 00:00:00 **Queue:** Cardiology

Agent Name	Hour	Answered Calls
801002 801002	18:00 - 19:00	1
801002 801002	19:00 - 20:00	4
801002 801002	20:00 - 21:00	1

**Date:** 03-05-2023 00:00:00 **Queue:** Cardiology

Agent Name	Hour	Answered Calls
Abdul Rehman	16:00 - 17:00	2
Mamoon Remote	15:00 - 16:00	1
Mamoon Remote	19:00 - 20:00	1

**Date:** 11-05-2023 00:00:00 **Queue:** Cardiology

Agent Name	Hour	Answered Calls
Mamoon Remote	16:00 - 17:00	1

**Date:** 23-05-2023 00:00:00 **Queue:** Cardiology

Agent Name	Hour	Answered Calls
Mamoon Remote	12:00 - 13:00	1

**Date:** 01-05-2023 00:00:00 **Queue:** Emergency Dept

Agent Name	Hour	Answered Calls
Umar Ijaz	09:00 - 10:00	3
Umar Ijaz	10:00 - 11:00	2

**Date:** 01-05-2023 00:00:00 **Queue:** Maternity Ward

Agent Name	Hour	Answered Calls
Umar Ijaz	09:00 - 10:00	1
Umar Ijaz	10:00 - 11:00	1

**Date:** 02-05-2023 00:00:00 **Queue:** Emergency Dept

Agent Name	Hour	Answered Calls
Umar Ijaz	16:00 - 17:00	1

**Date:** 02-05-2023 00:00:00 **Queue:** Maternity Ward

Agent Name	Hour	Answered Calls
Umar Ijaz	16:00 - 17:00	1
Umar Ijaz	17:00 - 18:00	1

**Date:** 03-05-2023 00:00:00

**Queue:** Emergency Dept

Agent Name	Hour	Answered Calls
Umar Ijaz	09:00 - 10:00	3

**Date:** 03-05-2023 00:00:00

**Queue:** Maternity Ward

Agent Name	Hour	Answered Calls
Umar Ijaz	09:00 - 10:00	2

**Date:** 06-05-2023 00:00:00

**Queue:** Emergency Dept

Agent Name	Hour	Answered Calls
Umar Ijaz	14:00 - 15:00	5
Umar Ijaz	15:00 - 16:00	10
Umar Ijaz	17:00 - 18:00	6
Umar Ijaz	18:00 - 19:00	2
Umar Ijaz	19:00 - 20:00	2
Umar Ijaz	20:00 - 21:00	6
Umar Ijaz	21:00 - 22:00	14
Umar Ijaz	22:00 - 23:00	12
Umar Ijaz	23:00 - 00:00	16

**Date:** 06-05-2023 00:00:00

**Queue:** Maternity Ward

Agent Name	Hour	Answered Calls
Umar Ijaz	14:00 - 15:00	1
Umar Ijaz	23:00 - 00:00	2

**Date:** 07-05-2023 00:00:00

**Queue:** Emergency Dept

Agent Name	Hour	Answered Calls
Umar Ijaz	00:00 - 01:00	1
Umar Ijaz	07:00 - 08:00	1
Umar Ijaz	09:00 - 10:00	3
Umar Ijaz	12:00 - 13:00	4

**Date:** 08-05-2023 00:00:00

**Queue:** Emergency Dept

Agent Name	Hour	Answered Calls
Umar Ijaz	16:00 - 17:00	3
Umar Ijaz	17:00 - 18:00	16
Umar Ijaz	18:00 - 19:00	6

**Date:** 08-05-2023 00:00:00

**Queue:** Maternity Ward

Agent Name	Hour	Answered Calls
Umar Ijaz	16:00 - 17:00	1

**Date:** 09-05-2023 00:00:00      **Queue:** Emergency Dept

Agent Name	Hour	Answered Calls
Umar Ijaz	10:00 - 11:00	4
Umar Ijaz	14:00 - 15:00	3
Umar Ijaz	15:00 - 16:00	11
Umar Ijaz	16:00 - 17:00	5
Umar Ijaz	22:00 - 23:00	6

**Date:** 09-05-2023 00:00:00      **Queue:** Maternity Ward

Agent Name	Hour	Answered Calls
Umar Ijaz	22:00 - 23:00	3

**Date:** 10-05-2023 00:00:00      **Queue:** Emergency Dept

Agent Name	Hour	Answered Calls
Umar Ijaz	06:00 - 07:00	1
Umar Ijaz	07:00 - 08:00	3
Umar Ijaz	08:00 - 09:00	12
Umar Ijaz	09:00 - 10:00	7
Umar Ijaz	10:00 - 11:00	1

**Date:** 10-05-2023 00:00:00      **Queue:** Maternity Ward

Agent Name	Hour	Answered Calls
Umar Ijaz	08:00 - 09:00	2

**Date:** 11-05-2023 00:00:00      **Queue:** Emergency Dept

Agent Name	Hour	Answered Calls
Umar Ijaz	09:00 - 10:00	2
Umar Ijaz	10:00 - 11:00	2
Umar Ijaz	14:00 - 15:00	6
Umar Ijaz	15:00 - 16:00	2

**Date:** 11-05-2023 00:00:00      **Queue:** Maternity Ward

Agent Name	Hour	Answered Calls
Umar Ijaz	09:00 - 10:00	2
Umar Ijaz	10:00 - 11:00	6
Umar Ijaz	11:00 - 12:00	6

**Date:** 12-05-2023 00:00:00      **Queue:** Emergency Dept

Agent Name	Hour	Answered Calls
Umar Ijaz	11:00 - 12:00	4

**Date:** 16-05-2023 00:00:00      **Queue:** Emergency Dept

Agent Name	Hour	Answered Calls
Umar Ijaz	15:00 - 16:00	2
Umar Ijaz	16:00 - 17:00	5
Umar Ijaz	18:00 - 19:00	10

**Date:** 18-05-2023 00:00:00      **Queue:** Emergency Dept

Agent Name	Hour	Answered Calls
Umar Ijaz	12:00 - 13:00	1
Umar Ijaz	15:00 - 16:00	3
Umar Ijaz	16:00 - 17:00	1
Umar Ijaz	17:00 - 18:00	6
Umar Ijaz	18:00 - 19:00	2

**Date:** 18-05-2023 00:00:00      **Queue:** Maternity Ward

Agent Name	Hour	Answered Calls
Umar Ijaz	16:00 - 17:00	1
Umar Ijaz	17:00 - 18:00	2

**Date:** 20-05-2023 00:00:00      **Queue:** Emergency Dept

Agent Name	Hour	Answered Calls
Umar Ijaz	14:00 - 15:00	2

**Date:** 20-05-2023 00:00:00      **Queue:** Maternity Ward

Agent Name	Hour	Answered Calls
Umar Ijaz	14:00 - 15:00	2

**Date:** 23-05-2023 00:00:00      **Queue:** Emergency Dept

Agent Name	Hour	Answered Calls
Umar Ijaz	16:00 - 17:00	5
Umar Ijaz	17:00 - 18:00	1
Umar Ijaz	18:00 - 19:00	12
Umar Ijaz	19:00 - 20:00	2

**Date:** 23-05-2023 00:00:00      **Queue:** Maternity Ward

Agent Name	Hour	Answered Calls
Umar Ijaz	16:00 - 17:00	1
Umar Ijaz	17:00 - 18:00	2

**Date:** 24-05-2023 00:00:00      **Queue:** Emergency Dept

Agent Name	Hour	Answered Calls
Umar Ijaz	11:00 - 12:00	1

Umar Ijaz	13:00 - 14:00	7
Umar Ijaz	14:00 - 15:00	2
Umar Ijaz	15:00 - 16:00	7

**Date:** 24-05-2023 00:00:00      **Queue:** Maternity Ward

Agent Name	Hour	Answered Calls
Umar Ijaz	13:00 - 14:00	2
Umar Ijaz	15:00 - 16:00	1

**Date:** 25-05-2023 00:00:00      **Queue:** Emergency Dept

Agent Name	Hour	Answered Calls
Umar Ijaz	13:00 - 14:00	1
Umar Ijaz	14:00 - 15:00	4
Umar Ijaz	15:00 - 16:00	4
Umar Ijaz	17:00 - 18:00	3

**Date:** 27-05-2023 00:00:00      **Queue:** Emergency Dept

Agent Name	Hour	Answered Calls
Umar Ijaz	12:00 - 13:00	9
Umar Ijaz	16:00 - 17:00	8