# Call Routing Tree

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

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

Printed on: 22-05-2023  at 19:37:56

**Queue:** Cardiology     **Total Calls:** 9     **Total Calls Not Accepted:** 9

| Callers Number | Call Arrived | Call Ended | Duration of Leg | Agent Name | Status |
|---|---|---|---|---|---|
| 1003 | 22-05-2023 18:27:15 | 22-05-2023 18:27:51 | 00:00:00 | 801002 801002 | Ringing |
| 1003 | 22-05-2023 18:27:15 | 22-05-2023 18:27:51 | 00:00:30 | 801002 801002 | Ringing |
| 1003 | 22-05-2023 18:27:15 | 22-05-2023 18:27:51 | 00:00:39 | 801002 801002 | Answered |
| 1003 | 22-05-2023 18:28:07 | 22-05-2023 18:28:45 | 00:00:02 | 801002 801002 | Ringing |
|  |  |  | 00:00:37 | 801002 801002 | Disconnected |
| 1003 | 22-05-2023 18:53:58 | 22-05-2023 18:54:56 | 00:00:02 | 801002 801002 | Ringing |
|  |  |  | 00:00:56 | 801002 801002 | Disconnected |
| 1003 | 22-05-2023 18:59:34 | 22-05-2023 19:00:34 | 00:00:02 | 801002 801002 | Ringing |
| 1003 | 22-05-2023 18:59:34 | 22-05-2023 19:00:34 | 00:00:33 | 801002 801002 | Not Accepted |
|  |  |  | 00:00:33 | 801002 801002 | Ringing |
|  |  |  | 00:00:57 | 801002 801002 | Disconnected |
| 1003 | 22-05-2023 19:00:51 | 22-05-2023 19:01:49 | 00:00:02 | 801002 801002 | Ringing |
| 1003 | 22-05-2023 19:00:51 | 22-05-2023 19:01:49 | 00:00:17 | 801002 801002 | Not Accepted |
|  |  |  | 00:00:17 | 801002 801002 | Ringing |
|  |  |  | 00:00:32 | 801002 801002 | Not Accepted |
|  |  |  | 00:00:32 | 801002 801002 | Ringing |
|  |  |  | 00:00:48 | 801002 801002 | Not Accepted |

| | | | 00:00:48 | 801002 801002 | Ringing |
|---|---|---|---|---|---|
| | | | 00:01:02 | 801002 801002 | Answered |
| 1003 | 22-05-2023 19:02:44 | 22-05-2023 19:02:47 | 00:00:02 | 801002 801002 | Ringing |
| 1003 | 22-05-2023 19:02:44 | 22-05-2023 19:02:47 | 00:00:04 | 801002 801002 | Ringing |
| 1003 | 22-05-2023 19:02:44 | 22-05-2023 19:02:47 | 00:00:11 | 801002 801002 | Answered |
| 1003 | 22-05-2023 19:11:38 | 22-05-2023 19:12:13 | 00:00:16 | 801002 801002 | Ringing |
| 1003 | 22-05-2023 19:11:38 | 22-05-2023 19:12:13 | 00:00:32 | 801002 801002 | Not Accepted |
| | | | 00:00:32 | 801002 801002 | Ringing |
| | | | 00:00:36 | 801002 801002 | Answered |
| 1003 | 22-05-2023 19:34:09 | 22-05-2023 19:35:02 | 00:00:09 | 801002 801002 | Ringing |
| 1003 | 22-05-2023 19:34:09 | 22-05-2023 19:35:02 | 00:00:26 | 801002 801002 | Not Accepted |
| | | | 00:00:26 | 801002 801002 | Ringing |
| | | | 00:00:30 | 801002 801002 | Answered |