



## Agent Report - Agent Call Volume by Hour

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

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

Printed on: 5-26-2023 at 16:58:08

**Date:** 5-17-2023 12:00:00 AM **Queue:** Cardiology

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

**Date:** 5-16-2023 12:00:00 AM **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:** 5-18-2023 12:00:00 AM **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:** 5-18-2023 12:00:00 AM **Queue:** Maternity Ward

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

**Date:** 5-20-2023 12:00:00 AM **Queue:** Emergency Dept

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

**Date:** 5-20-2023 12:00:00 AM **Queue:** Maternity Ward

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