Queue Report - Overflowed Calls

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

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

Printed on: 5-26-2023 at 17:31:02

Date: 5-16-2023 12:00:00 AM

Queue Name	Calls Overflowed	Overflowed Due to Max Wait Time	Overflowed Due to Max Callers	Overflowed Outside of Service Hours	Overflowed Due to No Agents Logged In	Trasnferred In by Agents	Transferred out by Caller	Overflowed to Other Queues	Longest Wait before Being Overlowed	Avg. Wait before Being Overlowed
Cardiology	0	0	0	0	0	0	0	0	00:00:00	00:00:00
Emergency Dept	1	0	0	0	1	0	0	0	00:00:00	00:00:00
Maternity Ward	0	0	0	0	0	7	0	0	00:00:00	00:00:00

Date: 5-17-2023 12:00:00 AM

Queue Name	Calls Overflowed	Overflowed Due to Max Wait Time	Overflowed Due to Max Callers	Overflowed Outside of Service Hours	Overflowed Due to No Agents Logged In	Trasnsferred In by Agents	Transferred out by Caller	Overflowed to Other Queues	Longest Wait before Being Overlowed	Avg. Wait before Being Overlowed
Cardiology	0	0	0	0	0	0	0	0	00:00:00	00:00:00

Date: 5-18-2023 12:00:00 AM

Queue Name	Calls Overflowed	Overflowed Due to Max Wait Time	Overflowed Due to Max Callers	Overflowed Outside of Service Hours	Overflowed Due to No Agents Logged In	Trasnsferred In by Agents	Transferred out by Caller	Overflowed to Other Queues	Longest Wait before Being Overlowed	Avg. Wait before Being Overlowed
Emergency Dept	0	0	0	0	0	1	0	0	00:00:00	00:00:00
Maternity Ward	0	0	0	0	0	6	0	0	00:00:00	00:00:00

Date: 5-19-2023 12:00:00 AM

Queue Name	Calls Overflowed	Overflowed Due to Max Wait Time	Overflowed Due to Max Callers	Overflowed Outside of Service Hours	Overflowed Due to No Agents Logged In	Trasnferred In by Agents	Transferred out by Caller	Overflowed to Other Queues	Longest Wait before Being Overlowed	Avg. Wait before Being Overlowed
Cardiology	0	0	0	0	0	0	0	0	00:00:00	00:00:00
Maternity Ward	0	0	0	0	0	0	0	0	00:00:00	00:00:00

Date: 5-20-2023 12:00:00 AM

Queue Name	Calls Overflowed	Overflowed Due to Max Wait Time	Overflowed Due to Max Callers	Overflowed Outside of Service Hours	Overflowed Due to No Agents Logged In	Trasnferred In by Agents	Transferred out by Caller	Overflowed to Other Queues	Longest Wait before Being Overlowed	Avg. Wait before Being Overlowed
Emergency Dept	0	0	0	0	0	0	0	0	00:00:00	00:00:00
Maternity Ward	0	0	0	0	0	4	0	0	00:00:00	00:00:00

Date: 5-21-2023 12:00:00 AM

Queue Name	Calls Overflowed	Overflowed Due to Max Wait Time	Overflowed Due to Max Callers	Overflowed Outside of Service Hours	Overflowed Due to No Agents Logged In	Trasnferred In by Agents	Transferred out by Caller	Overflowed to Other Queues	Longest Wait before Being Overlowed	Avg. Wait before Being Overlowed
Cardiology	1	1	0	0	0	0	0	1	00:02:01	00:02:01
Emergency Dept	0	0	0	0	0	0	0	0	00:00:00	00:00:00
Priority	0	0	0	0	0	0	0	0	00:00:00	00:00:00