

## **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

Cardiology         0         0         0         0         0         0         0         0         0         00:00:00         00:00:00           Emergency Dept         1         0         0         0         1         0         0         0         0         0         00:00:00         00:00:00           Maternity Ward         0         0         0         0         7         0         0         00:00:00         00:00:00	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 Ir	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
Maternity Ward 0 0 0 0 0 7 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

<b>Date:</b> 5-18-2023 12:00:00 AM	Cardiology	Queue Name
Calls Overflowed	0	Calls Overflowed
Overflowed Due to Max Wait Time	0	Overflowed Due to Max Wait Time
Overflowed Due to Max Callers	0	Overflowed Due to Max Callers
Overflowed Outside of Service Hours	0	Overflowed Outside of Service Hours
Overflowed Due to No Agents Logged In	0	Overflowed Due to No Agents Logged In
Trasnsferred In by Agents	0	Trasnsferred In by Agents
Transferred out by Caller	0	Transferred out by Caller
Overflowed to Other Queues	0	Overflowed to Other Queues
Longest Wait before Being Overlowed	00:00:00	Longest Wait before Being Overlowed
Avg. Wait before Being Overlowed	00:00:00	Avg. Wait before Being Overlowed

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

Queue Name **Emergency Dept** 

Maternity Ward

00:00:00

00:00:00

00:00:00

00:00:00

to Max Wait Time to Max Wait Time to Max Callers to Max Callers by Agents by Caller ore Being Overlowed Being Overlowed
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Emergency Dept         0         0         0         0         0         0         0         0         0         00:00:00         00:00:00           Maternity Ward         0         0         0         0         4         0         0         00:00:00         00:00:00	Queue Name	Calls Overflowed	Overflowed Due to Max \	Overflowed Due to Max (	Overflowed Outside of Se	Overflowed Due to No Aç	Trasnsferred In by Agent	Transferred out by Caller	Overflowed to Other Que	Longest Wait before Beir	Avg. Wait before Being C
Maternity Ward 0 0 0 0 0 4 0 0 00:00:00 00:00:00	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	Trasnsferred 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