



## Queue Report - Call Summary

Date From: 01-05-2023 To: 29-05-2023

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

Printed on: 29-05-2023 at 19:18:38

Queues	Total Calls	Total Transferred In	Overflowed Out	Answered Calls	ABND. Calls	ABND. Calls(%)	Avg. Wait Time	Longest Waiting	Shortest Waiting	Avg Logged-In Agents
Cardiology	132	3	2	91	39	30	00:00:18	00:04:37	00:00:00	2
Emergency Dept	280	34	25	226	29	10	00:01:17	00:29:53	00:00:00	1
Maternity Ward	52	50	12	12	28	54	00:04:20	00:29:24	00:00:00	2
Priority	3	1	0	0	3	100	00:10:31	00:27:51	00:00:04	8
Total	467	88	39	329	99	48	00:04:06	00:29:53	00:00:00	13