



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 20:19:43

Queue: Cardiology Total Calls: 11 Total Calls Not Accepted: 11

| 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 | 00:00:32 | 801002 801002 | Answered |
| | | | 00:00:35 | 801002 801002 | Disconnected |
| | | | 00:00:36 | 801002 801002 | Disconnected |
| 1003 | 22-05-2023 18:59:34 | 22-05-2023 19:00:34 | 00:00:02 | 801002 801002 | Not Accepted |
| | | | 00:00:37 | 801002 801002 | Disconnected |
| 1003 | 22-05-2023 19:00:51 | 22-05-2023 19:01:49 | 00:00:02 | 801002 801002 | Not Accepted |
| | | | 00:00:20 | 801002 801002 | Not Accepted |
| | | | 00:00:38 | 801002 801002 | Not Accepted |
| | | | 00:00:56 | 801002 801002 | Answered |
| 1003 | 22-05-2023 19:02:44 | 22-05-2023 19:02:47 | 00:00:02 | 801002 801002 | Answered |
| 1003 | 22-05-2023 19:11:38 | 22-05-2023 19:12:13 | 00:00:16 | 801002 801002 | Not Accepted |
| | | | 00:00:34 | 801002 801002 | Answered |
| 1003 | 22-05-2023 19:34:09 | 22-05-2023 19:35:02 | 00:00:09 | 801002 801002 | Not Accepted |
| | | | 00:00:52 | 801002 801002 | Answered |
| 1003 | 22-05-2023 20:16:13 | 22-05-2023 20:16:48 | 00:00:14 | 801002 801002 | Not Accepted |
| | | | 00:00:33 | 801002 801002 | Answered |
| 1003 | 22-05-2023 20:18:50 | 22-05-2023 20:19:38 | 00:00:27 | 801002 801002 | Not Accepted |

00:00:45

801002 801002

Disconnected