Agent Report - Availability 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 19:14:01

Queue: Emergency Dept

Agent Name	Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences
Umar Ijaz	54:07:05	62:00:46	62:00:51	05:24:04	00:12:08	00:00:00	482	610	0
Marshall Sherman	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	147	0
Zeeshan Faisal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	147	0
Total	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	147	0

Queue: Maternity Ward

Agent Name	Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences
Umar Ijaz	54:07:05	62:00:46	62:00:51	00:21:41	00:16:05	00:00:00	482	608	0
Asghar Hassan	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	147	0
Marshall Sherman	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	147	0
Zeeshan Faisal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	145	0
Total	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	145	0

Queue: Cardiology

Agent Name	Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences

801002 801002	19:38:11	21:17:54	21:30:02	00:07:48	00:00:00	00:46:19	58	172	17
Abdul Rehman	00:54:21	01:04:33	01:05:36	00:02:48	00:00:00	00:00:00	24	177	0
Agent 1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	147	0
Mamoon Remote	27:53:25	35:22:21	35:22:21	00:07:55	00:00:00	06:37:45	99	224	18
Total	27:53:25	35:22:21	35:22:21	00:07:55	00:00:00	06:37:45	99	224	18

Queue: Priority

Agent Name	Idle Time	Time Agent Logged In	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences
801002 801002	19:38:11	21:17:25	21:29:33	00:00:00	00:00:00	00:46:19	56	172	17
Abdul Rehman	00:54:21	01:04:33	01:05:36	00:00:00	00:00:00	00:00:00	24	175	0
Agent 1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	145	0
Mamoon Remote	27:53:25	35:22:21	35:22:21	00:00:00	00:00:00	06:37:45	99	222	18
Total	27:53:25	35:22:21	35:22:21	00:00:00	00:00:00	06:37:45	99	222	18