



## Agent Overview Report

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

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

Printed on: 29-05-2023 at 19:17:30

**Date:** 01-05-2023 **Queue:** Emergency Dept

| Agent Name | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Umar Ijaz  | 5         | 00:00:07     | 00:00:00     | 00:00:01      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:13        | 02:29:01     |
| Total      | 5         | 00:00:07     | 00:00:00     | 00:00:01      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:13        | 02:29:01     |

**Date:** 01-05-2023 **Queue:** Maternity Ward

| Agent Name | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Umar Ijaz  | 2         | 00:00:12     | 00:00:00     | 00:00:01      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:05        | 02:29:01     |
| Total      | 2         | 00:00:12     | 00:00:00     | 00:00:01      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:05        | 02:29:01     |

**Date:** 02-05-2023 **Queue:** Cardiology

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| 801002 801002 | 15        | 00:00:04     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:41        | 01:39:43     |

|               |    |          |          |          |   |   |          |   |          |          |          |          |          |          |   |          |          |
|---------------|----|----------|----------|----------|---|---|----------|---|----------|----------|----------|----------|----------|----------|---|----------|----------|
| Abdul Rehman  | 8  | 00:00:12 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:42 | 00:16:50 |
| Agent 1       | 0  | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 00:00:00 |
| Mamoon Remote | 5  | 00:00:11 | 00:00:00 | 00:00:00 | 0 | 2 | 00:00:06 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:01:29 | 01:50:01 |
| Total         | 28 | 00:00:07 | 00:00:00 | 00:00:00 | 0 | 2 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:02:52 | 03:46:34 |

**Date:** 02-05-2023      **Queue:** Emergency Dept

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Umar Ijaz        | 1         | 00:00:20     | 00:00:00     | 00:00:01      | 0            | 0             | 00:00:00     | 1                      | 00:00:08              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:08    | 0                        | 00:00:02        | 01:11:44     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Total            | 1         | 00:00:20     | 00:00:00     | 00:00:01      | 0            | 0             | 00:00:08     | 1                      | 00:00:08              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:08    | 0                        | 00:00:02        | 01:11:44     |

**Date:** 02-05-2023      **Queue:** Maternity Ward

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Asghar Hassan    | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Umar Ijaz        | 1         | 00:00:10     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 1                      | 00:00:08              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:08    | 0                        | 00:00:03        | 01:11:44     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Total            | 1         | 00:00:10     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:08     | 1                      | 00:00:08              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:08    | 0                        | 00:00:03        | 01:11:44     |

**Date:** 02-05-2023      **Queue:** Priority

| Agent Name | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
|------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|

|               |   |          |          |          |   |   |          |   |          |          |          |          |          |          |   |          |          |
|---------------|---|----------|----------|----------|---|---|----------|---|----------|----------|----------|----------|----------|----------|---|----------|----------|
| 801002 801002 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 01:39:43 |
| Abdul Rehman  | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 00:16:50 |
| Agent 1       | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 00:00:00 |
| Mamoon Remote | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 2 | 00:00:06 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 01:50:01 |
| Total         | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 2 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 03:46:34 |

**Date:** 03-05-2023      **Queue:** Cardiology

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Abdul Rehman  | 2         | 00:00:35     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:14        | 00:38:33     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Mamoon Remote | 2         | 00:00:07     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:31        | 19:15:35     |
| Total         | 4         | 00:00:21     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:45        | 19:54:08     |

**Date:** 03-05-2023      **Queue:** Emergency Dept

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Umar Ijaz        | 3         | 00:03:51     | 00:00:00     | 00:00:08      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:07        | 00:25:24     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Total            | 3         | 00:03:51     | 00:00:00     | 00:00:08      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:07        | 00:25:24     |

**Date:** 03-05-2023      **Queue:** Maternity Ward

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| Asghar Hassan    | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Umar Ijaz        | 2         | 00:00:31     | 00:00:00     | 00:00:01      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:08           | 00:25:24     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Total            | 2         | 00:00:31     | 00:00:00     | 00:00:01      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:08           | 00:25:24     |

**Date:** 03-05-2023      **Queue:** Priority

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:38:33     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 19:15:35     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 19:54:08     |

**Date:** 04-05-2023      **Queue:** Cardiology

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 1                           | 00:02:16           | 01:44:39     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:30     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 1                           | 00:02:16           | 01:45:09     |

Date: 04-05-2023

Queue: Emergency Dept

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Umar Ijaz        | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 02:57:14     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Total            | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 02:57:14     |

Date: 04-05-2023

Queue: Maternity Ward

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Asghar Hassan    | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Umar Ijaz        | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 02:57:14     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Total            | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 02:57:14     |

Date: 04-05-2023

Queue: Priority

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 01:44:13     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:30     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |

|       |   |          |          |          |   |   |          |   |          |          |          |          |          |          |   |          |          |
|-------|---|----------|----------|----------|---|---|----------|---|----------|----------|----------|----------|----------|----------|---|----------|----------|
| Total | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 01:44:43 |
|-------|---|----------|----------|----------|---|---|----------|---|----------|----------|----------|----------|----------|----------|---|----------|----------|

Date: 05-05-2023Queue: Cardiology

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| 801002 801002 | 5         | 00:00:05     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:15        | 00:21:23     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:08:40     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Mamoon Remote | 7         | 00:00:05     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:31        | 00:28:35     |
| Total         | 12        | 00:00:05     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:46        | 00:58:38     |

Date: 05-05-2023Queue: Emergency Dept

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Umar Ijaz        | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Total            | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |

Date: 05-05-2023Queue: Maternity Ward

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Asghar Hassan    | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Umar Ijaz        | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |

|                |   |          |          |          |   |   |          |   |          |          |          |          |          |          |   |          |          |
|----------------|---|----------|----------|----------|---|---|----------|---|----------|----------|----------|----------|----------|----------|---|----------|----------|
| Zeeshan Faisal | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 00:00:00 |
| Total          | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 00:00:00 |

**Date:** 05-05-2023      **Queue:** Priority

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:21:23     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:08:40     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:28:35     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:58:38     |

**Date:** 06-05-2023      **Queue:** Cardiology

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:49     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:49     |

**Date:** 06-05-2023      **Queue:** Emergency Dept

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |

|                |    |          |          |          |   |   |          |   |          |          |          |          |          |          |   |          |          |
|----------------|----|----------|----------|----------|---|---|----------|---|----------|----------|----------|----------|----------|----------|---|----------|----------|
| Umar Ijaz      | 68 | 00:01:55 | 00:00:00 | 00:00:01 | 0 | 0 | 00:00:00 | 1 | 00:00:11 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:11 | 0 | 00:11:07 | 07:21:50 |
| Zeeshan Faisal | 0  | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 00:00:00 |
| Total          | 68 | 00:01:55 | 00:00:00 | 00:00:01 | 0 | 0 | 00:00:11 | 1 | 00:00:11 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:11 | 0 | 00:11:07 | 07:21:50 |

**Date:** 06-05-2023      **Queue:** Maternity Ward

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Asghar Hassan    | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Umar Ijaz        | 3         | 00:00:17     | 00:00:00     | 00:00:01      | 0            | 0             | 00:00:00     | 1                      | 00:00:11              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:11    | 0                        | 00:00:08        | 07:21:50     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Total            | 3         | 00:00:17     | 00:00:00     | 00:00:01      | 0            | 0             | 00:00:11     | 1                      | 00:00:11              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:11    | 0                        | 00:00:08        | 07:21:50     |

**Date:** 06-05-2023      **Queue:** Priority

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:49     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:49     |

**Date:** 07-05-2023      **Queue:** Emergency Dept

| Agent Name | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
|------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|



|           |   |          |          |          |   |   |          |   |          |          |          |          |          |          |   |          |          |
|-----------|---|----------|----------|----------|---|---|----------|---|----------|----------|----------|----------|----------|----------|---|----------|----------|
| Umar Ijaz | 2 | 00:00:06 | 00:00:00 | 00:00:01 | 0 | 0 | 00:00:00 | 2 | 00:00:13 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:13 | 0 | 00:00:06 | 05:48:59 |
| Total     | 2 | 00:00:06 | 00:00:00 | 00:00:01 | 0 | 0 | 00:00:13 | 2 | 00:00:13 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:13 | 0 | 00:00:06 | 05:48:59 |

**Date:** 07-05-2023      **Queue:** Maternity Ward

| Agent Name | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Umar Ijaz  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 2                      | 00:00:13              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:13    | 0                        | 00:00:00        | 05:48:59     |
| Total      | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:13     | 2                      | 00:00:13              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:13    | 0                        | 00:00:00        | 05:48:59     |

**Date:** 08-05-2023      **Queue:** Cardiology

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| 801002 801002 | 13        | 00:00:04     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:52        | 04:34:12     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Mamoon Remote | 10        | 00:00:05     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:51        | 05:18:00     |
| Total         | 23        | 00:00:04     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:01:43        | 09:52:12     |

**Date:** 08-05-2023      **Queue:** Emergency Dept

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Umar Ijaz        | 25        | 00:00:21     | 00:00:00     | 00:00:12      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:01:05        | 05:22:05     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Total            | 25        | 00:00:21     | 00:00:00     | 00:00:12      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:01:05        | 05:22:05     |

Date: 08-05-2023

Queue: Maternity Ward

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Asghar Hassan    | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Umar Ijaz        | 1         | 00:00:08     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:03        | 05:22:05     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Total            | 1         | 00:00:08     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:03        | 05:22:05     |

Date: 08-05-2023

Queue: Priority

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 04:34:09     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 05:18:00     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 09:52:09     |

Date: 09-05-2023

Queue: Cardiology

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |

|               |   |          |          |          |   |   |          |   |          |          |          |          |          |          |   |          |          |
|---------------|---|----------|----------|----------|---|---|----------|---|----------|----------|----------|----------|----------|----------|---|----------|----------|
| Mamoon Remote | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 00:00:00 |
| Total         | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 00:00:00 |

**Date:** 09-05-2023      **Queue:** Emergency Dept

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Umar Ijaz        | 21        | 00:01:29     | 00:00:00     | 00:00:10      | 0            | 0             | 00:00:00     | 1                      | 00:00:04              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:04    | 0                        | 00:02:54        | 04:50:02     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Total            | 21        | 00:01:29     | 00:00:00     | 00:00:10      | 0            | 0             | 00:00:04     | 1                      | 00:00:04              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:04    | 0                        | 00:02:54        | 04:50:02     |

**Date:** 09-05-2023      **Queue:** Maternity Ward

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Asghar Hassan    | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Umar Ijaz        | 3         | 00:03:52     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 1                      | 00:00:04              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:04    | 0                        | 00:00:08        | 04:50:02     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Total            | 3         | 00:03:52     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:04     | 1                      | 00:00:04              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:04    | 0                        | 00:00:08        | 04:50:02     |

**Date:** 09-05-2023      **Queue:** Priority

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |

|               |   |          |          |          |   |   |          |   |          |          |          |          |          |          |   |          |          |
|---------------|---|----------|----------|----------|---|---|----------|---|----------|----------|----------|----------|----------|----------|---|----------|----------|
| Agent 1       | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 00:00:00 |
| Mamoon Remote | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 00:00:00 |
| Total         | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 00:00:00 |

**Date:** 10-05-2023      **Queue:** Cardiology

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| 801002 801002 | 8         | 00:00:34     | 00:00:00     | 00:00:11      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:42        | 05:55:26     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Mamoon Remote | 7         | 00:00:31     | 00:00:00     | 00:00:01      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:39        | 02:23:48     |
| Total         | 15        | 00:00:32     | 00:00:00     | 00:00:06      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:01:21        | 08:19:14     |

**Date:** 10-05-2023      **Queue:** Emergency Dept

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Umar Ijaz        | 17        | 00:03:58     | 00:00:00     | 00:00:13      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:41        | 02:41:10     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Total            | 17        | 00:03:58     | 00:00:00     | 00:00:13      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:41        | 02:41:10     |

**Date:** 10-05-2023      **Queue:** Maternity Ward

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Asghar Hassan | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |

|                  |   |          |          |          |   |   |          |   |          |          |          |          |          |          |   |          |          |
|------------------|---|----------|----------|----------|---|---|----------|---|----------|----------|----------|----------|----------|----------|---|----------|----------|
| Marshall Sherman | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 00:00:00 |
| Umar Ijaz        | 2 | 00:00:11 | 00:00:00 | 00:00:04 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:06 | 02:41:10 |
| Zeeshan Faisal   | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 00:00:00 |
| Total            | 2 | 00:00:11 | 00:00:00 | 00:00:04 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:06 | 02:41:10 |

**Date:** 10-05-2023      **Queue:** Priority

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 05:55:26     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 02:23:48     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 08:19:14     |

**Date:** 11-05-2023      **Queue:** Cardiology

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Mamoon Remote | 1         | 00:01:25     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:05           | 01:09:11     |
| Total         | 1         | 00:01:25     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:05           | 01:09:11     |

**Date:** 11-05-2023      **Queue:** Emergency Dept

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Umar Ijaz        | 10        | 00:00:14     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 6                         | 00:02:08                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:56    | 0                           | 00:00:30           | 05:46:19     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Total            | 10        | 00:00:14     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:56     | 6                         | 00:02:08                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:56    | 0                           | 00:00:30           | 05:46:19     |

Date: 11-05-2023

Queue: Maternity Ward

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| Asghar Hassan    | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Umar Ijaz        | 4         | 00:00:38     | 00:00:00     | 00:00:04      | 0            | 0             | 00:00:00     | 6                         | 00:02:08                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:56    | 0                           | 00:00:36           | 05:46:19     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Total            | 4         | 00:00:38     | 00:00:00     | 00:00:04      | 0            | 0             | 00:00:56     | 6                         | 00:02:08                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:56    | 0                           | 00:00:36           | 05:46:19     |

Date: 11-05-2023

Queue: Priority

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 01:09:11     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 01:09:11     |

Date: 12-05-2023

Queue: Cardiology

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |

**Date:** 12-05-2023      **Queue:** Emergency Dept

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Umar Ijaz        | 4         | 00:00:08     | 00:00:00     | 00:00:01      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:10           | 01:32:48     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Total            | 4         | 00:00:08     | 00:00:00     | 00:00:01      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:10           | 01:32:48     |

**Date:** 12-05-2023      **Queue:** Maternity Ward

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| Asghar Hassan    | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Umar Ijaz        | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 01:32:48     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Total            | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 01:32:48     |

**Date:** 12-05-2023      **Queue:** Priority

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |

**Date:** 16-05-2023      **Queue:** Cardiology

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |

**Date:** 16-05-2023      **Queue:** Emergency Dept

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Umar Ijaz        | 13        | 00:00:35     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:31           | 01:11:14     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Total            | 13        | 00:00:35     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:31           | 01:11:14     |

**Date:** 16-05-2023      **Queue:** Maternity Ward



| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| Asghar Hassan    | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Umar Ijaz        | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 01:11:14     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Total            | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 01:11:14     |

**Date:** 16-05-2023      **Queue:** Priority

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |

**Date:** 17-05-2023      **Queue:** Cardiology

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| 801002 801002 | 1         | 00:00:08     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:04           | 05:33:31     |
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:12     |
| Total         | 1         | 00:00:08     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:04           | 05:33:43     |

**Date:** 17-05-2023      **Queue:** Priority

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 05:33:31     |
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:12     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 05:33:43     |

**Date:** 18-05-2023      **Queue:** Cardiology

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:05:37     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:05:37     |

**Date:** 18-05-2023      **Queue:** Emergency Dept

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Umar Ijaz        | 6         | 00:00:12     | 00:00:00     | 00:00:01      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:14           | 03:33:23     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Total            | 6         | 00:00:12     | 00:00:00     | 00:00:01      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:14           | 03:33:23     |

**Date:** 18-05-2023      **Queue:** Maternity Ward

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| Asghar Hassan    | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Umar Ijaz        | 1         | 00:00:13     | 00:00:00     | 00:00:01      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:02           | 03:33:23     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Total            | 1         | 00:00:13     | 00:00:00     | 00:00:01      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:02           | 03:33:23     |

**Date:** 18-05-2023      **Queue:** Priority

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:05:37     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:05:37     |

**Date:** 19-05-2023      **Queue:** Cardiology

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |

Date: 19-05-2023

Queue: Emergency Dept

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Umar Ijaz        | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 01:01:38     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Total            | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 01:01:38     |

Date: 19-05-2023

Queue: Maternity Ward

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Asghar Hassan    | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Umar Ijaz        | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 01:01:38     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Total            | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 01:01:38     |

Date: 19-05-2023

Queue: Priority

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |

|       |   |          |          |          |   |   |          |   |          |          |          |          |          |          |   |          |          |
|-------|---|----------|----------|----------|---|---|----------|---|----------|----------|----------|----------|----------|----------|---|----------|----------|
| Total | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 00:00:00 |
|-------|---|----------|----------|----------|---|---|----------|---|----------|----------|----------|----------|----------|----------|---|----------|----------|

Date: 20-05-2023

Queue: Emergency Dept

| Agent Name | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Umar Ijaz  | 2         | 00:00:13     | 00:00:00     | 00:00:01      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:06        | 02:25:35     |
| Total      | 2         | 00:00:13     | 00:00:00     | 00:00:01      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:06        | 02:25:35     |

Date: 20-05-2023

Queue: Maternity Ward

| Agent Name | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Umar Ijaz  | 2         | 00:00:05     | 00:00:00     | 00:00:01      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:04        | 02:25:35     |
| Total      | 2         | 00:00:05     | 00:00:00     | 00:00:01      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:04        | 02:25:35     |

Date: 21-05-2023

Queue: Emergency Dept

| Agent Name | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Umar Ijaz  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 01:28:02     |
| Total      | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 01:28:02     |

Date: 21-05-2023

Queue: Maternity Ward

| Agent Name | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| Umar Ijaz  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 01:28:02     |
| Total      | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 01:28:02     |

Date: 22-05-2023

Queue: Cardiology

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| 801002 801002 | 6         | 00:00:05     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 11                          | 00:04:56           | 01:28:22     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Total         | 6         | 00:00:05     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 11                          | 00:04:56           | 01:28:22     |

Date: 22-05-2023

Queue: Emergency Dept

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Umar Ijaz        | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Total            | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |

Date: 22-05-2023

Queue: Maternity Ward

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| Asghar Hassan    | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Umar Ijaz        | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Total            | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |

**Date:** 22-05-2023      **Queue:** Priority

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 01:28:22     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 01:28:22     |

**Date:** 23-05-2023      **Queue:** Cardiology

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Mamoon Remote | 1         | 00:00:06     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:09           | 04:07:45     |
| Total         | 1         | 00:00:06     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:09           | 04:07:45     |

Date: 23-05-2023

Queue: Emergency Dept

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Umar Ijaz        | 15        | 00:00:49     | 00:00:00     | 00:00:27      | 0            | 0             | 00:00:00     | 11                     | 00:03:51              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:01:56    | 0                        | 00:09:22        | 02:49:51     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Total            | 15        | 00:00:49     | 00:00:00     | 00:00:27      | 0            | 0             | 00:01:56     | 11                     | 00:03:51              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:01:56    | 0                        | 00:09:22        | 02:49:51     |

Date: 23-05-2023

Queue: Maternity Ward

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Asghar Hassan    | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Umar Ijaz        | 2         | 00:00:31     | 00:00:00     | 00:00:20      | 0            | 0             | 00:00:00     | 11                     | 00:03:51              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:01:56    | 0                        | 00:00:05        | 02:49:51     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Total            | 2         | 00:00:31     | 00:00:00     | 00:00:20      | 0            | 0             | 00:01:56     | 11                     | 00:03:51              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:01:56    | 0                        | 00:00:05        | 02:49:51     |

Date: 23-05-2023

Queue: Priority

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:00:00     |
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 04:07:45     |



|       |   |          |          |          |   |   |          |   |          |          |          |          |          |          |   |          |          |
|-------|---|----------|----------|----------|---|---|----------|---|----------|----------|----------|----------|----------|----------|---|----------|----------|
| Total | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0 | 00:00:00 | 04:07:45 |
|-------|---|----------|----------|----------|---|---|----------|---|----------|----------|----------|----------|----------|----------|---|----------|----------|

**Date:** 24-05-2023      **Queue:** Cardiology

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:21:58     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:21:58     |

**Date:** 24-05-2023      **Queue:** Emergency Dept

| Agent Name | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Umar Ijaz  | 17        | 00:00:39     | 00:00:00     | 00:00:04      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:40        | 02:56:43     |
| Total      | 17        | 00:00:39     | 00:00:00     | 00:00:04      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:40        | 02:56:43     |

**Date:** 24-05-2023      **Queue:** Maternity Ward

| Agent Name | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Umar Ijaz  | 3         | 00:01:00     | 00:00:00     | 00:00:07      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:02:49        | 02:56:43     |
| Total      | 3         | 00:01:00     | 00:00:00     | 00:00:07      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:02:49        | 02:56:43     |

**Date:** 24-05-2023      **Queue:** Priority

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:21:58     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:21:58     |

**Date:** 25-05-2023      **Queue:** Cardiology

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |

**Date:** 25-05-2023      **Queue:** Emergency Dept

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Umar Ijaz        | 12        | 00:01:10     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:03:44           | 02:56:29     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Total            | 12        | 00:01:10     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:03:44           | 02:56:29     |

**Date:** 25-05-2023      **Queue:** Maternity Ward

| Agent Name       | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|------------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| Asghar Hassan    | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Marshall Sherman | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Umar Ijaz        | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 02:56:29     |
| Zeeshan Faisal   | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Total            | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 02:56:29     |

**Date:** 25-05-2023      **Queue:** Priority

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Abdul Rehman  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Agent 1       | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:00     |

**Date:** 26-05-2023      **Queue:** Cardiology

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:38     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:38     |

**Date:** 26-05-2023      **Queue:** Emergency Dept

| Agent Name | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| Umar Ijaz  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 01:14:58     |
| Total      | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 01:14:58     |

Date: 26-05-2023
Queue: Maternity Ward

| Agent Name | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| Umar Ijaz  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 01:14:58     |
| Total      | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 01:14:58     |

Date: 26-05-2023
Queue: Priority

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| 801002 801002 | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:38     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:00           | 00:00:38     |

Date: 27-05-2023
Queue: Emergency Dept

| Agent Name | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External<br>Ext Out Calls | External<br>Ext Out Time | AUX 2<br>(Outbound) | AUX 3<br>(Assist on Call) | AUX 1<br>(Toilet) | AUX 4<br>(Break) | AUXOUT Time | Total Calls<br>Not Accepted | Agent Ring<br>Time | Staffed Time |
|------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|---------------------------|--------------------------|---------------------|---------------------------|-------------------|------------------|-------------|-----------------------------|--------------------|--------------|
| Umar Ijaz  | 17        | 00:01:20     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:42           | 01:56:17     |
| Total      | 17        | 00:01:20     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                         | 00:00:00                 | 00:00:00            | 00:00:00                  | 00:00:00          | 00:00:00         | 00:00:00    | 0                           | 00:00:42           | 01:56:17     |

Date: 27-05-2023

Queue: Maternity Ward

| Agent Name | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Umar Ijaz  | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 01:56:17     |
| Total      | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 01:56:17     |

Date: 29-05-2023

Queue: Cardiology

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:20:50     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:20:50     |

Date: 29-05-2023

Queue: Priority

| Agent Name    | ACD Calls | Avg ACD Time | Avg ACW Time | Avg Hold Time | Ext In Calls | Ext Out Calls | Ext Out Time | External Ext Out Calls | External Ext Out Time | AUX 2 (Outbound) | AUX 3 (Assist on Call) | AUX 1 (Toilet) | AUX 4 (Break) | AUXOUT Time | Total Calls Not Accepted | Agent Ring Time | Staffed Time |
|---------------|-----------|--------------|--------------|---------------|--------------|---------------|--------------|------------------------|-----------------------|------------------|------------------------|----------------|---------------|-------------|--------------------------|-----------------|--------------|
| Mamoon Remote | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:20:50     |
| Total         | 0         | 00:00:00     | 00:00:00     | 00:00:00      | 0            | 0             | 00:00:00     | 0                      | 00:00:00              | 00:00:00         | 00:00:00               | 00:00:00       | 00:00:00      | 00:00:00    | 0                        | 00:00:00        | 00:20:50     |