



Queue Report - Daily Operational Overview

Date From: 01-05-2023 To: 30-05-2023

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

Printed on: 30-05-2023 at 18:57:22

Date: 01-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	1	0	100	0	0	00:00:00	0	1	00:00:00	00:04:37	00:04:37	0.12
Emergency Dept	14	5	0	60	19	00:00:00	5	1	00:00:26	00:00:00	00:00:00	1.75
Maternity Ward	7	3	14.29	0	19	00:00:00	2	4	00:05:40	00:02:56	00:02:56	0.88
Priority	2	0	50	0	0	00:00:00	0	1	00:00:00	00:00:04	00:00:04	0.25

Date: 02-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	73	28	10.96	96.43	15	00:00:00	0	0	00:00:17	00:00:22	00:00:13	9.12
Emergency Dept	2	1	0	100	13	00:00:00	1	0	00:00:11	00:00:00	00:00:00	0.25
Maternity Ward	2	1	0	0	14	00:00:00	0	1	00:02:55	00:00:00	00:00:00	0.25

Date: 03-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	9	4	0	25	78	00:00:00	0	0	00:00:24	00:00:00	00:00:00	1.12
Emergency Dept	6	3	0	100	52	00:00:00	1	1	00:00:07	00:00:00	00:00:00	0.75
Maternity Ward	3	1	0	100	68	00:00:00	2	2	00:00:05	00:00:00	00:00:00	0.38

Date: 04-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	17	0	47.06	0	17	00:00:00	0	0	00:00:00	00:01:05	00:00:22	2.12

Date: 05-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	30	12	6.67	91.67	294	00:00:00	0	0	00:00:11	00:01:01	00:00:49	3.75

Date: 06-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	157	66	4.46	86.36	59	00:00:00	15	12	00:06:06	00:02:06	00:01:01	19.62
Maternity Ward	7	0	0	0	60	00:00:00	2	4	00:00:00	00:00:00	00:00:00	0.88

Date: 07-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	6	0	0	0	62	00:00:00	1	1	00:00:00	00:00:00	00:00:00	0.75

Date: 08-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	62	23	12.9	91.3	83	00:00:00	0	0	00:00:26	00:00:42	00:00:19	7.75
Emergency Dept	51	24	0	95.83	101	00:00:00	7	2	00:01:45	00:00:00	00:00:00	6.38
Maternity Ward	4	0	25	0	115	00:00:00	0	3	00:00:00	00:00:39	00:00:39	0.5

Date: 09-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	41	18	2.44	94.44	44	00:00:00	3	0	00:01:42	00:02:08	00:02:08	5.12
Maternity Ward	3	0	0	0	47	00:00:00	0	3	00:00:00	00:00:00	00:00:00	0.38

Date: 10-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	35	15	5.71	66.67	65	00:00:00	0	0	00:00:22	00:00:42	00:00:26	4.38
Emergency Dept	40	8	0	87.5	52	00:00:00	9	6	00:08:22	00:00:00	00:00:00	5
Maternity Ward	14	0	0	0	64	00:00:00	2	2	00:00:00	00:00:00	00:00:00	1.75

Date: 11-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	6	1	33.33	100	19	00:00:00	0	2	00:00:08	00:01:47	00:01:25	0.75
Emergency Dept	24	10	0	50	47	00:00:00	4	0	00:13:18	00:00:00	00:00:00	3
Maternity Ward	14	2	14.29	50	51	00:00:00	2	4	00:00:54	00:22:44	00:15:55	1.75

Date: 12-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	8	4	0	75	12	00:00:00	4	0	00:00:56	00:00:00	00:00:00	1
Maternity Ward	6	0	50	0	14	00:00:00	0	4	00:00:00	00:09:54	00:05:28	0.75
Main IVR	4	0	0	0	0	00:00:00	0	0	00:00:00	00:00:00	00:00:00	0.5

Date: 16-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	2	0	0	0	16	00:00:00	0	0	00:00:00	00:00:00	00:00:00	0.25
Emergency Dept	28	13	0	92.31	25	00:00:00	7	0	00:01:08	00:00:00	00:00:00	3.5
Maternity Ward	12	0	41.67	0	29	00:00:00	0	7	00:00:00	00:18:15	00:05:59	1.5

Date: 17-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	2	1	0	100	2	00:00:00	0	0	00:00:06	00:00:00	00:00:00	0.25

Date: 18-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	13	5	7.69	60	30	00:00:00	6	1	00:00:36	00:00:02	00:00:02	1.62
Maternity Ward	28	1	42.86	0	32	00:00:00	1	6	00:07:20	00:29:24	00:07:52	3.5

Date: 19-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	2	0	0	0	4	00:00:00	0	0	00:00:00	00:00:00	00:00:00	0.25
Maternity Ward	6	0	50	0	14	00:00:00	0	0	00:00:00	00:05:45	00:03:41	0.75

Date: 20-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	4	2	0	100	10	00:00:00	2	0	00:00:15	00:00:00	00:00:00	0.5
Maternity Ward	5	1	0	0	10	00:00:00	2	4	00:08:42	00:00:00	00:00:00	0.62

Date: 21-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	2	0	0	0	0	00:00:00	0	0	00:00:00	00:00:00	00:00:00	0.25
Emergency Dept	10	0	50	0	17	00:00:00	0	0	00:00:00	00:29:52	00:13:37	1.25
Priority	1	0	100	0	0	00:00:00	0	0	00:00:00	00:03:39	00:03:39	0.12

Date: 22-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	22	6	22.73	16.67	9	00:00:00	0	0	00:00:58	00:01:00	00:00:42	2.75

Date: 23-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	6	1	33.33	0	41	00:00:00	0	0	00:00:13	00:00:47	00:00:39	0.75
Emergency Dept	42	13	16.67	92.31	46	00:00:00	11	4	00:00:31	00:07:15	00:03:04	5.25
Maternity Ward	2	0	0	0	56	00:00:00	1	2	00:00:00	00:00:00	00:00:00	0.25

Date: 24-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	35	12	8.57	66.67	11	00:00:00	11	6	00:03:35	00:02:30	00:00:58	4.38
Maternity Ward	8	3	12.5	66.67	11	00:00:00	1	4	00:03:27	00:03:46	00:03:46	1

Date: 25-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	4	0	25	0	32	00:00:00	0	0	00:00:00	00:00:07	00:00:07	0.5
Emergency Dept	48	20	8.33	60	53	00:00:00	0	0	00:15:03	00:29:53	00:16:39	6
Priority	1	0	100	0	32	00:00:00	0	0	00:00:00	00:27:51	00:27:51	0.12

Date: 26-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	12	5	8.33	60	14	00:00:00	0	0	00:10:44	00:29:52	00:29:52	1.5

Date: 27-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	34	17	0	76.47	10	00:00:00	0	0	00:04:11	00:00:00	00:00:00	4.25

Date: 30-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	21	9	4.76	88.89	19	00:00:00	7	2	00:00:37	00:00:08	00:00:08	2.62
Maternity Ward	11	3	0	66.67	23	00:00:00	3	8	00:05:50	00:00:00	00:00:00	1.38