supervisor

Agent Report - Availability Summary

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

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

Printed on: 29-05-2023 at 17:37:02

Queue: Cardiology

Agent Name	Idle Time	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences
801002 801002	19:38:11	160:14:13	00:07:48	00:00:09	00:46:33	55	55	18
Abdul Rehman	00:54:21	48:59:42	00:02:48	00:00:00	00:00:00	24	24	0
Agent 1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0
Mamoon Remote	27:53:25	267:23:46	00:07:55	00:00:47	06:38:36	99	99	21
Total	48:25:57	476:37:41	00:18:31	00:00:56	07:25:09	178	179	39

Queue: Priority

Agent Name	Idle Time	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences
801002 801002	19:38:11	160:14:13	00:07:48	00:00:09	00:46:33	55	55	17
Abdul Rehman	00:54:21	43:42:39	00:02:48	00:00:00	00:00:00	24	24	0
Agent 1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0
Mamoon Remote	27:53:25	267:22:16	00:07:55	00:00:47	06:38:36	99	99	21
Total	48:25:57	471:19:08	00:18:31	00:00:56	07:25:09	178	179	38

Queue: Maternity Ward

Agent Name	Idle Time	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences
Asghar Hassan	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0
Marshall Sherman	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0
Umar Ijaz	54:07:05	428:23:36	05:45:48	00:59:28	00:03:49	482	482	8
Zeeshan Faisal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0
Total	54:07:05	428:23:36	05:45:48	00:59:28	00:03:49	482	485	8

Queue: Emergency Dept

Agent Name	Idle Time	Time Agent Logged out	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No. of Logins	No. of Logouts	No. of Absences
Marshall Sherman	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0
Umar Ijaz	54:07:05	428:40:08	05:45:48	00:59:28	00:03:49	482	482	8
Zeeshan Faisal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0
Total	54:07:05	428:40:08	05:45:48	00:59:28	00:03:49	482	484	8