



DERA Queue Analysis Report

Date From: 01-05-2023 To: 16-05-2023

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

Printed on: 16-05-2023 at 15:01:56

| Queue Number | Queue Name | Total Calls | Total Answered | ABND. Calls | ABND. Over 10 Secs | Calls Not Accepted |
|--------------|----------------|-------------|----------------|-------------|--------------------|--------------------|
| 801041 | Emergency Dept | 147 | 139 | 8 | 6 | 0 |
| 801042 | Cardiology | 114 | 83 | 31 | 23 | 1 |
| 801048 | Maternity Ward | 14 | 7 | 7 | 7 | 0 |
| 801043 | Priority | 1 | 0 | 1 | 0 | 0 |
| 801044 | Main IVR | 0 | 0 | 0 | 0 | 0 |
| | Total | 276 | 229 | 47 | 36 | 1 |