

## **Queue Report - Overflowed Calls**

Date From: 5-15-2023 To: 5-21-2023

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

Printed on: 5-26-2023 at 17:42:31

Date: 5-16-2023 12:00:00 AM

Queue Name	Calls Overflowed	Overflowed Due to Max Wait Time	Overflowed Due to Max Callers	Overflowed Outside of Service Hours	Overflowed Due to No Agents Logged In	Trasnsferred In by Agents	Transferred out by Caller	Overflowed to Other Queues	Longest Wait before Being Overflowed	Avg. Wait before Being Overflowed
Cardiology	0	0	0	0	0	0	0	0	00:00:00	00:00:00
Emergency Dept	1	0	0	0	1	0	0	0	00:00:00	00:00:00
Maternity Ward	0	0	0	0	0	7	0	0	00:00:00	00:00:00

Date: 5-17-2023 12:00:00 AM

Queue Name	Calls Overflowed	Overflowed Due to Max Wait Time	Overflowed Due to Max Callers	Overflowed Outside of Service Hours	Overflowed Due to No Agents Logged In	Trasnsferred In by Agents	Transferred out by Caller	Overflowed to Other Queues	Longest Wait before Being Overflowed	Avg. Wait before Being Overflowed
Cardiology	0	0	0	0	0	0	0	0	00:00:00	00:00:00
<b>Date:</b> 5-18-2023 12:00:00 AM	Calls Overflowed	Overflowed Due to Max Wait Time	Overflowed Due to Max Callers	Overflowed Outside of Service Hours	Overflowed Due to No Agents Logged In	Trasnsferred In by Agents	Transferred out by Caller	Overflowed to Other Queues	Longest Wait before Being Overflowed	Avg. Wait before Being Overflowed

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Date: 5-19-2023 12:00:00 AM

Queue Name **Emergency Dept** 

Maternity Ward

<b>Date:</b> 5-20-2023 12:00:00 AM	Maternity Ward	Cardiology	Queue Name
70	0	0	Calls Overflowed
to Max Wait Time	0	0	Overflowed Due to Max Wait Time
to Max Callers	0	0	Overflowed Due to Max Callers
side of Service Hours	0	0	Overflowed Outside of Service Hours
to No Agents Logged In	0	0	Overflowed Due to No Agents Logged In
by Agents	0	0	Trasnsferred In by Agents
by Caller	0	0	Transferred out by Caller
ther Queues	0	0	Overflowed to Other Queues
fore Being Overflowed	00:00:00	00:00:00	Longest Wait before Being Overflowed
Being Overflowed	00:00:00	00:00:00	Avg. Wait before Being Overflowed

Emergency Dept 0 0 0 0 0 0 0 0 00:00:00 00:00:00   Maternity Ward 0 0 0 0 4 0 0 00:00:00 00:00:00	Queue Name	Calls Overflowed	Overflowed Due to Max Wait Tin	Overflowed Due to Max Callers	Overflowed Outside of Service H	Overflowed Due to No Agents Lo	Trasnsferred In by Agents	Transferred out by Caller	Overflowed to Other Queues	Longest Wait before Being Over	Avg. Wait before Being Overflow
Maternity Ward 0 0 0 0 0 4 0 0 0:00:00 00:00:00	Emergency Dept	0	0	0	0	0	0	0	0	00:00:00	00:00:00
	Maternity Ward	0	0	0	0	0	4	0	0	00:00:00	00:00:00

**Date:** 5-21-2023 12:00:00 AM

Queue Name	Calls Overflowed	Overflowed Due to Max Wait Time	Overflowed Due to Max Callers	Overflowed Outside of Service Hours	Overflowed Due to No Agents Logged In	Trasnsferred In by Agents	Transferred out by Caller	Overflowed to Other Queues	Longest Wait before Being Overflowed	Avg. Wait before Being Overflowed
Cardiology	1	1	0	0	0	0	0	1	00:02:01	00:02:01
Emergency Dept	0	0	0	0	0	0	0	0	00:00:00	00:00:00
Priority	0	0	0	0	0	0	0	0	00:00:00	00:00:00