



Queue Report - Itemized Calls Offered

Date From: 5-29-2023 To: 6-4-2023

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

Printed on: 6-6-2023 at 10:48:04

Queue: Emergency Dept **Total Calls:** 18 **Total Calls Not Accepted:** 0

| Callers Number | Call Arrived | Call Ended | Call Offered Time(s) | Duration | Agent Name | Outcome |
|----------------|----------------------|----------------------|----------------------|----------|------------|--------------|
| 1003 | 6-1-2023 4:36:35 PM | 6-1-2023 4:36:43 PM | 6-1-2023 4:36:41 PM | 00:00:03 | Umar Ijaz | Answered |
| 1003 | 6-1-2023 4:54:07 PM | 6-1-2023 4:55:03 PM | 6-1-2023 4:54:59 PM | 00:00:04 | Umar Ijaz | Answered |
| 1003 | 6-1-2023 4:59:38 PM | 6-1-2023 5:02:59 PM | 6-1-2023 5:02:54 PM | 00:00:05 | Umar Ijaz | Answered |
| | | | 6-1-2023 5:02:54 PM | 00:00:05 | Umar Ijaz | Answered |
| 1003 | 6-1-2023 5:03:19 PM | 6-1-2023 5:04:26 PM | 6-1-2023 5:03:41 PM | 00:00:07 | Umar Ijaz | Disconnected |
| 1003 | 6-1-2023 5:05:43 PM | 6-1-2023 5:05:59 PM | 6-1-2023 5:05:48 PM | 00:00:12 | Umar Ijaz | Answered |
| 1003 | 6-2-2023 10:49:11 AM | 6-2-2023 10:49:19 AM | 6-2-2023 10:49:15 AM | 00:00:02 | Umar Ijaz | Answered |
| 1003 | 5-30-2023 1:01:08 PM | 5-30-2023 1:01:16 PM | 5-30-2023 1:01:14 PM | 00:00:02 | Umar Ijaz | Answered |
| 1003 | 5-30-2023 1:11:11 PM | 5-30-2023 1:11:19 PM | 5-30-2023 1:11:17 PM | 00:00:02 | Umar Ijaz | Answered |
| 1003 | 5-30-2023 1:16:53 PM | 5-30-2023 1:17:30 PM | 5-30-2023 1:17:28 PM | 00:00:02 | Umar Ijaz | Answered |
| 1003 | 5-30-2023 1:29:43 PM | 5-30-2023 1:29:47 PM | 5-30-2023 1:29:45 PM | 00:00:02 | Umar Ijaz | Answered |
| 1003 | 5-30-2023 2:04:59 PM | 5-30-2023 2:05:05 PM | 5-30-2023 2:05:03 PM | 00:00:02 | Umar Ijaz | Answered |
| 1003 | 5-30-2023 2:05:42 PM | 5-30-2023 2:05:46 PM | 5-30-2023 2:05:44 PM | 00:00:02 | Umar Ijaz | Answered |
| 1003 | 5-30-2023 2:05:59 PM | 5-30-2023 2:06:03 PM | 5-30-2023 2:06:01 PM | 00:00:02 | Umar Ijaz | Answered |
| 1003 | 5-30-2023 3:58:01 PM | 5-30-2023 3:58:12 PM | 5-30-2023 3:58:10 PM | 00:00:02 | Umar Ijaz | Answered |
| 1003 | 5-30-2023 4:53:33 PM | 5-30-2023 4:53:50 PM | 5-30-2023 4:53:47 PM | 00:00:03 | Umar Ijaz | Answered |

Queue: Maternity Ward **Total Calls:** 3 **Total Calls Not Accepted:** 0

| Callers Number | Call Arrived | Call Ended | Call Offered Time(s) | Duration | Agent Name | Outcome |
|----------------|----------------------|----------------------|----------------------|----------|------------|----------|
| 1003 | 5-30-2023 1:31:58 PM | 5-30-2023 1:37:48 PM | 5-30-2023 1:37:47 PM | 00:00:01 | Umar Ijaz | Answered |
| 1003 | 5-30-2023 4:31:12 PM | 5-30-2023 4:31:25 PM | 5-30-2023 4:31:23 PM | 00:00:02 | Umar Ijaz | Answered |
| 1003 | 5-30-2023 4:54:03 PM | 5-30-2023 4:54:09 PM | 5-30-2023 4:54:06 PM | 00:00:03 | Umar Ijaz | Answered |