



Queue Report - Operational Overview

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

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

Printed on: 5-25-2023 at 18:32:40

| Queue Name | Total Calls Answered | Answer Call % | Avg. ACD Time | ABND. Calls | ABND. % | Avg. ABND. Time | Total Calls | Avg. Wait Time | Overflowed into Queue | Overflowed out | AVG. Speed Ans | Service Level % | Max Delay | ACD Time % |
|----------------|----------------------|---------------|---------------|-------------|---------|-----------------|-------------|----------------|-----------------------|----------------|----------------|-----------------|-----------|------------|
| Emergency Dept | 20 | 76.92 | 00:00:28 | 6 | 23.08 | 00:11:21 | 26 | 00:00:11 | 0 | 1 | 00:00:02 | 85 | 00:29:52 | 1.65 |
| Maternity Ward | 2 | 9.09 | 00:00:14 | 20 | 90.91 | 00:06:46 | 22 | 00:08:01 | 0 | 0 | 00:00:03 | 0 | 00:29:24 | 0.08 |
| Cardiology | 1 | 100 | 00:00:08 | 0 | 0 | 00:00:00 | 1 | 00:00:06 | 0 | 1 | 00:00:04 | 100 | 00:02:01 | 0.04 |
| Priority | 0 | 0 | 00:00:00 | 1 | 100 | 00:03:39 | 1 | 00:00:00 | 1 | 0 | 00:00:00 | 0 | 00:03:39 | 0 |
| Main IVR | 0 | 0 | 00:00:00 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 0 |
| Total | 23 | 46.00 | 00:00:10 | 27 | 54.00 | 00:04:21 | 50 | 00:01:39 | 1 | 2 | 00:00:01 | 78.26 | 00:29:52 | 0.55 |