



## Queue Report -All Calls Report

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

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

Printed on: 5-25-2023 at 17:42:21

### Queue: Emergency Dept

Date & Time	Waited in Queue	Callers Number	Queue Name	Status
5-21-2023 5:55:29 PM	00:05:22	1003	801041	Abandoned
5-21-2023 5:24:16 PM	00:29:52	1106	801041	Abandoned
5-21-2023 5:17:15 PM	00:29:52	1003	801041	Abandoned
5-21-2023 4:29:13 PM	00:02:25	1106	801041	Abandoned
5-21-2023 4:03:45 PM	00:00:36	1003	801041	Abandoned
5-20-2023 2:37:30 PM	00:00:07	1003	801041	Answered by 801104
5-20-2023 2:25:28 PM	00:00:15	1003	801041	Answered by 801104
5-18-2023 6:02:02 PM	00:00:21	1003	801041	Answered by 801104
5-18-2023 5:37:34 PM	00:00:20	1106	801041	Answered by 801104
5-18-2023 5:25:54 PM	00:00:36	1106	801041	Answered by 801104
5-18-2023 4:42:41 PM	00:00:02	1003	801041	Abandoned
5-18-2023 3:15:21 PM	00:00:04	1003	801041	Answered by 801104
5-18-2023 12:01:53 PM	00:00:05	1003	801041	Answered by 801104
5-16-2023 6:40:51 PM	00:00:04	1003	801041	Answered by 801104
5-16-2023 6:34:48 PM	00:01:08	1003	801041	Answered by 801104
5-16-2023 6:30:08 PM	00:00:04	1003	801041	Answered by 801104
5-16-2023 6:29:12 PM	00:00:06	1003	801041	Answered by 801104
5-16-2023 6:24:37 PM	00:00:05	1003	801041	Answered by 801104
5-16-2023 6:23:51 PM	00:00:04	1003	801041	Answered by 801104
5-16-2023 6:21:23 PM	00:00:03	1003	801041	Answered by 801104
5-16-2023 6:18:33 PM	00:00:04	1003	801041	Answered by 801104
5-16-2023 6:16:08 PM	00:00:04	1003	801041	Answered by 801104
5-16-2023 6:02:09 PM	00:00:04	1003	801041	Answered by 801104
5-16-2023 4:01:21 PM	00:00:11	1003	801041	Answered by 801104
5-16-2023 4:00:59 PM	00:00:00	1003	801041	Overflow on no agent logged-in
5-16-2023 3:48:43 PM	00:00:04	1003	801041	Answered by 801104
5-16-2023 3:29:27 PM	00:00:04	1003	801041	Answered by 801104
Total: 27	01:12:02			

### Queue: Priority

Date & Time	Waited in Queue	Callers Number	Queue Name	Status
5-21-2023 4:27:57 PM	00:03:39	1003	801043	Abandoned

Total: 1	00:03:39
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## Queue: Cardiology

Date & Time	Waited in Queue	Callers Number	Queue Name	Status
5-21-2023 4:25:56 PM	00:02:01	1003	801042	Overflow to queue 801043 Reason MAX_WAIT_QUEUE
5-19-2023 11:48:29 AM	00:02:01	1101	801042	Callback closed Reason MAX-WAIT-LIMIT 1101
5-17-2023 10:20:12 AM	00:00:06	1003	801042	Answered by 801002
Total: 3	00:04:08			

## Queue: Maternity Ward

Date & Time	Waited in Queue	Callers Number	Queue Name	Status
5-20-2023 2:26:36 PM	00:08:42	1003	801048	Answered by 801104
5-19-2023 6:11:58 PM	00:04:55	1003	801048	Abandoned
5-19-2023 2:56:39 PM	00:05:45	1003	801048	Abandoned
5-19-2023 2:35:37 PM	00:00:25	1003	801048	Abandoned
5-18-2023 6:03:38 PM	00:04:53	1003	801048	Abandoned
5-18-2023 6:01:18 PM	00:00:15	1106	801048	Abandoned
5-18-2023 5:58:47 PM	00:02:44	1003	801048	Abandoned
5-18-2023 5:49:41 PM	00:06:19	1106	801048	Abandoned
5-18-2023 5:40:12 PM	00:15:53	1003	801048	Abandoned
5-18-2023 5:38:39 PM	00:00:11	1106	801048	Abandoned
5-18-2023 5:29:12 PM	00:09:24	1003	801048	Abandoned
5-18-2023 5:27:16 PM	00:01:03	1106	801048	Abandoned
5-18-2023 5:11:36 PM	00:16:01	1003	801048	Abandoned
5-18-2023 4:34:59 PM	00:07:20	1003	801048	Answered by 801104
5-18-2023 3:47:21 PM	00:29:24	1003	801048	Abandoned
5-18-2023 3:38:21 PM	00:08:12	1003	801048	Abandoned
5-18-2023 3:16:11 PM	00:00:14	1003	801048	Abandoned
5-18-2023 12:02:37 PM	00:17:36	1003	801048	
5-16-2023 6:30:54 PM	00:03:37	1003	801048	Abandoned
5-16-2023 6:16:54 PM	00:01:17	1003	801048	Abandoned
5-16-2023 6:04:07 PM	00:01:46	1003	801048	
5-16-2023 4:04:46 PM	00:00:51	1003	801048	Abandoned
5-16-2023 3:49:30 PM	00:05:59	1003	801048	Abandoned
5-16-2023 3:30:13 PM	00:18:15	1003	801048	Abandoned
Total: 24	02:51:01			