![supervisor logo]

Queue Report - Daily Operational Overview

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

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

Printed on: 6-6-2023 at 10:48:32

Date: 5-30-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	21	9	4.76	88.89	19	00:00:00	7	2	00:00:37	00:00:08	00:00:08	2.62
Maternity Ward	11	3	0	66.67	23	00:00:00	3	8	00:05:50	00:00:00	00:00:00	1.38

Date: 6-1-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	2	0	100	0	8	00:00:00	0	0	00:00:00	00:00:05	00:00:05	0.25
Emergency Dept	14	4	21.43	50	11	00:00:00	1	1	00:03:21	00:01:07	00:00:30	1.75
Priority	1	0	100	0	8	00:00:00	0	0	00:00:00	00:00:03	00:00:03	0.12
Main IVR	3	0	0	0	0	00:00:00	0	0	00:00:00	00:00:00	00:00:00	0.38

Date: 6-2-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	8	0	50	0	12	00:00:00	0	0	00:00:00	00:00:38	00:00:12	1
Emergency Dept	2	1	0	100	10	00:00:00	0	0	00:00:08	00:00:00	00:00:00	0.25