



Call Routing Tree

Date From: 22-05-2023 To: 22-05-2023

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

Printed on: 22-05-2023 at 19:43:09

Queue: Cardiology Total Calls: 9 Total Calls Not Accepted: 9

Callers Number	Call Arrived	Call Ended	Duration of Leg	Agent Name	Status
1003	22-05-2023 18:27:15	22-05-2023 18:27:51	00:00:00	801002 801002	Ringing
1003	22-05-2023 18:27:15	22-05-2023 18:27:51	00:00:30	801002 801002	Ringing
1003	22-05-2023 18:27:15	22-05-2023 18:27:51	00:00:39	801002 801002	Answered
1003	22-05-2023 18:28:07	22-05-2023 18:28:45	00:00:02	801002 801002	Ringing
1003	22-05-2023 18:53:58	22-05-2023 18:54:56	00:00:37	801002 801002	Disconnected
			00:00:02	801002 801002	Ringing
			00:00:56	801002 801002	Disconnected
1003	22-05-2023 18:59:34	22-05-2023 19:00:34	00:00:02	801002 801002	Ringing
1003	22-05-2023 18:59:34	22-05-2023 19:00:34	00:00:33	801002 801002	Not Accepted
1003	22-05-2023 19:00:51	22-05-2023 19:01:49	00:00:33	801002 801002	Ringing
			00:00:57	801002 801002	Disconnected
			00:00:02	801002 801002	Ringing
			00:00:17	801002 801002	Not Accepted
			00:00:17	801002 801002	Ringing
1003	22-05-2023 19:00:51	22-05-2023 19:01:49	00:00:32	801002 801002	Not Accepted
			00:00:32	801002 801002	Ringing
			00:00:32	801002 801002	Not Accepted
			00:00:48	801002 801002	Not Accepted

			00:00:48	801002 801002	Ringin
			00:01:02	801002 801002	Answered
1003	22-05-2023 19:02:44	22-05-2023 19:02:47	00:00:02	801002 801002	Ringin
1003	22-05-2023 19:02:44	22-05-2023 19:02:47	00:00:04	801002 801002	Ringin
1003	22-05-2023 19:02:44	22-05-2023 19:02:47	00:00:11	801002 801002	Answered
1003	22-05-2023 19:11:38	22-05-2023 19:12:13	00:00:16	801002 801002	Ringin
1003	22-05-2023 19:11:38	22-05-2023 19:12:13	00:00:32	801002 801002	Not Accepted
			00:00:32	801002 801002	Ringin
			00:00:36	801002 801002	Answered
1003	22-05-2023 19:34:09	22-05-2023 19:35:02	00:00:09	801002 801002	Ringin
1003	22-05-2023 19:34:09	22-05-2023 19:35:02	00:00:26	801002 801002	Not Accepted
			00:00:26	801002 801002	Ringin
			00:00:30	801002 801002	Answered