

Queue Report - Daily Operational Overview

Date From: 01-05-2023 To: 29-05-2023

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

Printed on: 29-05-2023 at 19:19:06

Date: 01-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	1	0	1	100	0	0	00:00:00	0	1	00:00:00	00:00:00	00:04:37	00:04:37	0.12
Emergency Dept	14	5	0	0	60	19	00:00:00	5	1	00:00:17	00:00:26	00:00:00	00:00:00	1.75
Maternity Ward	7	3	1	14.29	0	19	00:00:00	2	4	00:03:38	00:05:40	00:02:56	00:02:56	0.88
Priority	2	0	1	50	0	0	00:00:00	0	1	00:00:00	00:00:00	00:00:04	00:00:04	0.25

Date: 02-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time befo Answered	Longest Wait Time befo Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	73	28	8	10.96	96.43	15	00:00:00	0	0	00:00:05	00:00:17	00:00:22	00:00:13	9.12
Emergency Dept	2	1	0	0	100	13	00:00:00	1	0	00:00:11	00:00:11	00:00:00	00:00:00	0.25

Maternity Ward	2	1	0	0	0	14	00:00:00	0	1	00:02:55	00:02:55	00:00:00	00:00:00	0.25
Date: 03-05-2023 Queue Name	Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	9	4	0	0	25	78	00:00:00	0	0	00:00:13	00:00:24	00:00:00	00:00:00	1.12
Emergency Dept	6	3	0	0	100	52	00:00:00	1	1	00:00:06	00:00:07	00:00:00	00:00:00	0.75
Maternity Ward	3	1	0	0	100	68	00:00:00	2	2	00:00:05	00:00:05	00:00:00	00:00:00	0.38
Queue Name	Total calls offered	Total calls answered	Total ABND.	47.06	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Congest Wait Time before Answered	Congest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	17	0	8	47.06	0	1/	00:00:00	0	0	00:00:00	00:00:00	00:01:05	00:00:22	2.12
Date: 05-05-2023 Queue Name	Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour

Cardiology	30	12	2	6.67	91.67	294	00:00:00	0	0	00:00:05	00:00:11	00:01:01	00:00:49	3.75
Date: 06-05-2023														
Queue Name	Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	157	66	7	4.46	86.36	59	00:00:00	15	12	00:00:25	00:06:06	00:02:06	00:01:01	19.62
Maternity Ward	7	0	0	0	0	60	00:00:00	2	4	00:00:00	00:00:00	00:00:00	00:00:00	0.88
Queue Name	Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	6	0	0	0	0	62	00:00:00	1	1	00:00:00	00:00:00	00:00:00	00:00:00	0.75
Date: 08-05-2023	Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	ransferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Queue Name						-			-					
Cardiology	62	23	8	12.9	91.3	83	00:00:00	0	0	00:00:07	00:00:26	00:00:42	00:00:19	7.75

Emergency Dept	51	24	0	0	95.83	101	00:00:00	7	2	00:00:09	00:01:45	00:00:00	00:00:00	6.38
Maternity Ward	4	0	1	25	0	115	00:00:00	0	3	00:00:00	00:00:00	00:00:39	00:00:39	0.5
Date: 09-05-2023		pe									before	before		
Queue Name	Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	41	18	1	2.44	94.44	44	00:00:00	3	0	00:00:13	00:01:42	00:02:08	00:02:08	5.12
Maternity Ward	3	0	0	0	0	47	00:00:00	0	3	00:00:00	00:00:00	00:00:00	00:00:00	0.38
Date: 10-05-2023 Queue Name	Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	35	15	2	5.71	66.67	65	00:00:00	0	0	00:00:08	00:00:22	00:00:42	00:00:26	4.38
Emergency Dept	40	8	0	0	87.5	52	00:00:00	9	6	00:01:09	00:08:22	00:00:00	00:00:00	5
Maternity Ward	14	0	0	0	0	64	00:00:00	2	2	00:00:00	00:00:00	00:00:00	00:00:00	1.75

Date: 11-05-2023

Date: 12-05-2023 Queue Name	Maternity Ward	Emergency Dept	Cardiology	Queue Name
Total calls offered	14	24	6	Total calls offered
Total calls answered	2	10	1	Total calls answered
Total ABND.	2	0	2	Total ABND.
ABND. %	14.29	0	33.33	ABND. %
Service Level %	50	50	100	Service Level %
Logged in Agents	51	47	19	Logged in Agents
Avg. Hold Time	00:00:00	00:00:00	00:00:00	Avg. Hold Time
Transferred Out	2	4	0	Transferred Out
Transfers In	4	0	2	Transfers In
AVG. Wait Time	00:00:29	00:02:53	80:00:00	AVG. Wait Time
Longest Wait Time before Answered	00:00:54	00:13:18	00:00:08	Longest Wait Time before Answered
Longest Wait Time before Abandoning	00:22:44	00:00:00	00:01:47	Longest Wait Time before Abandoning
AVG. Wait Time ABND.	00:15:55	00:00:00	00:01:25	AVG. Wait Time ABND.
Avg. Calls Per Hour	1.75	3	0.75	Avg. Calls Per Hour

Date: 16-05-2023

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Emergency Dept

Maternity Ward

Main IVR

Queue Name	Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	2	0	0	0	0	16	00:00:00	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0.25

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Emergency Dept	28	13	0	0	92.31	25	00:00:00	7	0	00:00:09	00:01:08	00:00:00	00:00:00	3.5
Maternity Ward	12	0	5	41.67	0	29	00:00:00	0	7	00:00:00	00:00:00	00:18:15	00:05:59	1.5
Date: 17-05-2023														
Queue Name	Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	2	1	0	0	100	2	00:00:00	0	0	00:00:06	00:00:06	00:00:00	00:00:00	0.25
Date: 18-05-2023 Queue Name	Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	13	5	1	7.69	60	30	00:00:00	6	1	00:00:17	00:00:36	00:00:02	00:00:02	1.62
Maternity Ward	28	1	12	42.86	0	32	00:00:00	1	6	00:07:20	00:07:20	00:29:24	00:07:52	3.5
Date: 19-05-2023	Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Queue Name	Tot	Tot	Tot	ABI	Ser	Log	Avg	Trai	Tra	Tim A	Lon	Lon	AVC	Avg Per

Cardiology	2	0	0	0	0	4	00:00:00	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0.25
Maternity Ward	6	0	3	50	0	14	00:00:00	0	0	00:00:00	00:00:00	00:05:45	00:03:41	0.75
Date: 20-05-2023														
Queue Name	Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	4	2	0	0	100	10	00:00:00	2	0	00:00:11	00:00:15	00:00:00	00:00:00	0.5
Maternity Ward	5	1	0	0	0	10	00:00:00	2	4	00:08:42	00:08:42	00:00:00	00:00:00	0.62
Date: 21-05-2023	Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	2	0	0	0	0	0	00:00:00	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0.25
Emergency Dept	10	0	5	50	0	17	00:00:00	0	0	00:00:00	00:00:00	00:29:52	00:13:37	1.25

Date: 22-05-2023

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Priority

Queue Name	Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	22	6	5	22.73	16.67	9	00:00:00	0	0	00:00:36	00:00:58	00:01:00	00:00:42	2.75
Date: 23-05-2023 Queue Name	Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	6	1	2	33.33	0	41	00:00:00	0	0	00:00:13	00:00:13	00:00:47	00:00:39	0.75
Emergency Dept	42	13	7	16.67	92.31	46	00:00:00	11	4	00:00:11	00:00:31	00:07:15	00:03:04	5.25
Maternity Ward	2	0	0	0	0	56	00:00:00	1	2	00:00:00	00:00:00	00:00:00	00:00:00	0.25
Date : 24-05-2023	ills offered	alls answered	BND.	%	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	Wait	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Calls our
Queue Name	Total calls offe	Total calls ans	Total ABND.	ABND. %	Servic	Logge	Avg. F	Trans	Trans	AVG. Wait Time	Longe Answ	Longe Aban	AVG. ABNE	Avg. Calls Per Hour
Queue Name Emergency Dept	Total ca	Total Cs	ω Total A	ABND 8.57	Service 66.67	Podde Foodday	00:00:00	Trans	o Trans	00:00:34	Pusw Pusw Pusw Pusw Pusw Pusw Pusw Pusw	Ponde Ponde Apauc Ponde Pond Ponde Pond Ponde Ponde Pond Ponde Ponde Ponde Ponde Ponde Ponde Ponde Ponde Pond Pond Pond	A A A B N C	9.5 Y Avg. 4.38

Date: 25-05-2023

Cardiology	Queue Name	Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Priority	Cardiology	4	0	1	25	0	32	00:00:00	0	0	00:00:00	00:00:00	00:00:07	00:00:07	0.5
Date: 26-05-2023 Cotal calls answered	Emergency Dept	48	20	4	8.33	60	53	00:00:00	0	0	00:02:00	00:15:03	00:29:53	00:16:39	6
Total calls offered Total dBND. % ABND. % ABND. % Service Level % Service Level % Service Level % Transferred Out Transferred Out Transferred Out Transferred Nait Time before Answered	Priority	1	0	1	100	0	32	00:00:00	0	0	00:00:00	00:00:00	00:27:51	00:27:51	0.12
ameNamena ABND. % Transferred Out Transferred Out Transferred Out Transferred Out Transferred Out Transferred Out Avg. Wait Time before Answered Abandoning AvG. Wait Time Abandoning AvG. Wait Time Abandoning Avg. Calls Per Hour		Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
amenander and the second and the second and second and second and second and another and another and another and another anoth	Emergency Dept	12	5	1	8.33	60	14	00:00:00	0	0	00:04:07	00:10:44	00:29:52	00:29:52	1.5
Emergency Dept 34 17 0 0 76.47 10 00:00:00 0 0 00:00:34 00:04:11 00:00:00 00:00:00 4.25		Total calls offered	Total calls answered	Total ABND.	ABND. %		Logged in Agents	Hold Tim	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
	Emergency Dept	34	17	0	0	76.47	10	00:00:00	0	0	00:00:34				