



DEKRA Queue Analysis Report

Date From: 01-05-2023 To: 16-05-2023

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

Printed on: 16-05-2023 at 16:53:18

Queue Number	Queue Name	Total Calls	Total Answered	ABND. Calls	ABND. Over 10 Secs	Calls Not Accepted
801041	Emergency Dept	150	142	8	6	0
801042	Cardiology	114	83	31	23	1
801048	Maternity Ward	17	7	10	10	0
801043	Priority	1	0	1	0	0
801044	Main IVR	0	0	0	0	0
	Total	282	232	50	39	1