



## 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 16:50:03

| 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                  |