



## Queue Report - Itemized Calls

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

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

Printed on: 6-6-2023 at 10:47:10

### Queue: Cardiology

| Date & Time         | Waited in Queue | Duration at Agent(s) | Callers Number | Queue Name | Status    |
|---------------------|-----------------|----------------------|----------------|------------|-----------|
| 6-2-2023 1:12:11 PM | 00:00:04        | 00:00:00             | 2000           | 801042     | Abandoned |
| 6-2-2023 1:11:32 PM | 00:00:06        | 00:00:00             | 1003           | 801042     | Abandoned |
| 6-2-2023 1:09:15 PM | 00:00:03        | 00:00:00             | 1101           | 801042     | Abandoned |
| 6-2-2023 1:00:59 PM | 00:00:38        | 00:00:00             | 1101           | 801042     | Abandoned |
| 6-1-2023 6:22:08 PM | 00:00:05        | 00:00:00             | 1101           | 801042     | Abandoned |
| 6-1-2023 5:55:46 PM | 00:00:05        | 00:00:00             | 1101           | 801042     | Abandoned |
| Total: 6            | 00:01:01        | 00:00:00             |                |            |           |

### Queue: Emergency Dept

| Date & Time          | Waited in Queue | Duration at Agent(s) | Callers Number | Queue Name | Status             |
|----------------------|-----------------|----------------------|----------------|------------|--------------------|
| 6-2-2023 10:49:11 AM | 00:00:08        | 00:01:03             | 1003           | 801041     | Answered by 801104 |
| 6-1-2023 5:05:43 PM  | 00:00:16        | 00:00:32             | 1003           | 801041     | Answered by 801104 |
| 6-1-2023 5:03:19 PM  | 00:01:07        | 00:00:07             | 1003           | 801041     | Abandoned          |
| 6-1-2023 4:59:38 PM  | 00:03:21        | 00:00:20             | 1003           | 801041     | Answered by 801104 |
| 6-1-2023 4:54:07 PM  | 00:00:56        | 00:00:40             | 1003           | 801041     | Answered by 801104 |
| 6-1-2023 4:36:35 PM  | 00:00:08        | 00:00:07             | 1003           | 801041     | Answered by 801104 |
| 6-1-2023 4:34:52 PM  | 00:00:10        | 00:00:00             | 1003           | 801041     | Abandoned          |
| 6-1-2023 4:20:37 PM  | 00:00:14        | 00:00:00             | 1003           | 801041     | Abandoned          |
| 5-30-2023 4:53:33 PM | 00:00:17        | 00:00:08             | 1003           | 801041     | Answered by 801104 |
| 5-30-2023 4:39:11 PM | 00:00:08        | 00:00:00             | 1003           | 801041     | Abandoned          |
| 5-30-2023 3:58:01 PM | 00:00:11        | 00:00:43             | 1003           | 801041     | Answered by 801104 |
| 5-30-2023 2:05:59 PM | 00:00:04        | 00:00:38             | 1003           | 801041     | Answered by 801104 |
| 5-30-2023 2:05:42 PM | 00:00:04        | 00:00:08             | 1003           | 801041     | Answered by 801104 |
| 5-30-2023 2:04:59 PM | 00:00:06        | 00:00:09             | 1003           | 801041     | Answered by 801104 |
| 5-30-2023 1:29:43 PM | 00:00:04        | 00:00:10             | 1003           | 801041     | Answered by 801104 |
| 5-30-2023 1:16:53 PM | 00:00:37        | 00:00:10             | 1003           | 801041     | Answered by 801104 |
| 5-30-2023 1:11:11 PM | 00:00:08        | 00:04:55             | 1003           | 801041     | Answered by 801104 |
| 5-30-2023 1:01:08 PM | 00:00:08        | 00:00:17             | 1003           | 801041     | Answered by 801104 |
| Total: 18            | 00:08:07        | 00:10:07             |                |            |                    |

### Queue: Priority

| Date & Time         | Waited in Queue | Duration at Agent(s) | Callers Number | Queue Name | Status    |
|---------------------|-----------------|----------------------|----------------|------------|-----------|
| 6-1-2023 7:11:25 PM | 00:00:03        | 00:00:00             | 1101           | 801043     | Abandoned |
| Total: 1            | 00:00:03        | 00:00:00             |                |            |           |

**Queue: Maternity Ward**

| Date & Time          | Waited in Queue | Duration at Agent(s) | Callers Number | Queue Name | Status             |
|----------------------|-----------------|----------------------|----------------|------------|--------------------|
| 5-30-2023 4:54:03 PM | 00:00:06        | 00:00:07             | 1003           | 801048     | Answered by 801104 |
| 5-30-2023 4:31:12 PM | 00:00:13        | 00:00:09             | 1003           | 801048     | Answered by 801104 |
| 5-30-2023 1:31:58 PM | 00:05:50        | 00:01:47             | 1003           | 801048     | Answered by 801104 |
| Total: 3             | 00:06:09        | 00:02:03             |                |            |                    |