



Agent Report - Detailed Status Breakdown

Date From: 5-25-2023 To: 5-25-2023

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

Printed on: 5-25-2023 at 18:02:39

Queue: Cardiology **Agent:** 801002 801002

Status	Date & Time
Logout	5-25-2023 1:56:54 PM
Logout	5-25-2023 2:00:56 PM
Logout	5-25-2023 2:21:06 PM
Logout	5-25-2023 2:40:58 PM
Logout	5-25-2023 2:58:50 PM
Logout	5-25-2023 3:11:25 PM
Logout	5-25-2023 3:21:19 PM
Logout	5-25-2023 3:25:12 PM

Queue: Cardiology **Agent:** Abdul Rehman

Status	Date & Time
Logout	5-25-2023 1:56:54 PM
Logout	5-25-2023 2:00:55 PM
Logout	5-25-2023 2:21:06 PM
Logout	5-25-2023 2:40:57 PM
Logout	5-25-2023 2:58:50 PM
Logout	5-25-2023 3:11:24 PM
Logout	5-25-2023 3:21:19 PM
Logout	5-25-2023 3:25:10 PM

Queue: Cardiology

Agent: Agent 1

Status	Date & Time
Logout	5-25-2023 1:56:55 PM
Logout	5-25-2023 2:00:55 PM
Logout	5-25-2023 2:21:06 PM
Logout	5-25-2023 2:40:57 PM
Logout	5-25-2023 2:58:50 PM
Logout	5-25-2023 3:11:25 PM
Logout	5-25-2023 3:21:19 PM
Logout	5-25-2023 3:25:11 PM

Queue: Cardiology

Agent: Mamoon Remote

Status	Date & Time
Logout	5-25-2023 1:56:54 PM
Logout	5-25-2023 2:00:56 PM
Logout	5-25-2023 2:21:07 PM
Logout	5-25-2023 2:40:58 PM
Logout	5-25-2023 2:58:50 PM
Logout	5-25-2023 3:11:25 PM
Logout	5-25-2023 3:21:19 PM
Logout	5-25-2023 3:25:11 PM

Queue: Emergency Dept

Agent: Marshall Sherman

Status	Date & Time
Logout	5-25-2023 1:56:54 PM
Logout	5-25-2023 2:00:54 PM
Logout	5-25-2023 2:21:06 PM
Logout	5-25-2023 2:40:57 PM
Logout	5-25-2023 2:58:50 PM

Logout	5-25-2023 3:11:24 PM
Logout	5-25-2023 3:21:19 PM
Logout	5-25-2023 3:25:11 PM

Queue: Emergency Dept

Agent: Umar Ijaz

Status	Date & Time
Login	5-25-2023 1:44:00 PM
Available (Ready for Call)	5-25-2023 1:44:01 PM
Logout	5-25-2023 1:44:21 PM
Login	5-25-2023 1:44:36 PM
Available (Ready for Call)	5-25-2023 1:44:36 PM
Ringing	5-25-2023 1:45:39 PM
Available (Ready for Call)	5-25-2023 1:48:40 PM
Ringing	5-25-2023 1:51:20 PM
ACD Call	5-25-2023 1:51:22 PM
Logout	5-25-2023 1:56:53 PM
Logout	5-25-2023 2:00:55 PM
Login	5-25-2023 2:01:33 PM
Available (Ready for Call)	5-25-2023 2:01:34 PM
Ringing	5-25-2023 2:02:00 PM
ACD Call	5-25-2023 2:02:02 PM
Available (Ready for Call)	5-25-2023 2:09:33 PM
Logout	5-25-2023 2:21:05 PM
Login	5-25-2023 2:22:46 PM
Available (Ready for Call)	5-25-2023 2:22:47 PM
Ringing	5-25-2023 2:23:17 PM
ACD Call	5-25-2023 2:23:19 PM
Available (Ready for Call)	5-25-2023 2:23:24 PM
Logout	5-25-2023 2:40:58 PM
Login	5-25-2023 2:43:58 PM

Available (Ready for Call)	5-25-2023 2:43:58 PM
Ringing	5-25-2023 2:44:14 PM
ACD Call	5-25-2023 2:44:16 PM
Available (Ready for Call)	5-25-2023 2:46:38 PM
Logout	5-25-2023 2:46:38 PM
Available (Ready for Call)	5-25-2023 2:46:57 PM
Login	5-25-2023 2:46:57 PM
Ringing	5-25-2023 2:47:21 PM
ACD Call	5-25-2023 2:47:23 PM
Logout	5-25-2023 2:58:49 PM
Login	5-25-2023 3:03:33 PM
Non ACD Call	5-25-2023 3:03:34 PM
ACD Call	5-25-2023 3:04:05 PM
Ringing	5-25-2023 3:04:08 PM
Available (Ready for Call)	5-25-2023 3:04:25 PM
Logout	5-25-2023 3:11:25 PM
Available (Ready for Call)	5-25-2023 3:15:43 PM
Login	5-25-2023 3:15:43 PM
Ringing	5-25-2023 3:16:04 PM
ACD Call	5-25-2023 3:16:06 PM
Logout	5-25-2023 3:21:17 PM
Login	5-25-2023 3:22:44 PM
Non ACD Call	5-25-2023 3:22:44 PM
Available (Ready for Call)	5-25-2023 3:22:45 PM
Ringing	5-25-2023 3:23:08 PM
ACD Call	5-25-2023 3:23:11 PM
Logout	5-25-2023 3:25:11 PM
Available (Ready for Call)	5-25-2023 3:37:51 PM
Login	5-25-2023 3:37:51 PM
Ringing	5-25-2023 3:38:07 PM

ACD Call	5-25-2023 3:38:09 PM
Available (Ready for Call)	5-25-2023 3:38:56 PM
Logout	5-25-2023 3:45:04 PM
Login	5-25-2023 3:45:26 PM
Available (Ready for Call)	5-25-2023 3:45:27 PM
Logout	5-25-2023 3:52:08 PM
Login	5-25-2023 3:52:45 PM
Available (Ready for Call)	5-25-2023 3:52:45 PM
Logout	5-25-2023 3:53:44 PM
Login	5-25-2023 3:54:15 PM
Available (Ready for Call)	5-25-2023 3:54:15 PM
Ringling	5-25-2023 3:54:25 PM
ACD Call	5-25-2023 3:54:27 PM
Logout	5-25-2023 3:56:45 PM
Available (Ready for Call)	5-25-2023 3:56:45 PM
Login	5-25-2023 3:57:08 PM
Available (Ready for Call)	5-25-2023 3:57:09 PM
Logout	5-25-2023 4:58:14 PM
Login	5-25-2023 4:58:46 PM
Available (Ready for Call)	5-25-2023 4:58:46 PM
Logout	5-25-2023 5:01:16 PM
Login	5-25-2023 5:01:39 PM
Available (Ready for Call)	5-25-2023 5:01:40 PM
Logout	5-25-2023 5:03:44 PM
Login	5-25-2023 5:04:14 PM
Available (Ready for Call)	5-25-2023 5:04:15 PM
Logout	5-25-2023 5:08:53 PM
Available (Ready for Call)	5-25-2023 5:13:28 PM
Login	5-25-2023 5:13:28 PM
Ringling	5-25-2023 5:14:06 PM

ACD Call	5-25-2023 5:14:09 PM
Available (Ready for Call)	5-25-2023 5:14:38 PM
Logout	5-25-2023 5:16:20 PM
Login	5-25-2023 5:16:43 PM
Available (Ready for Call)	5-25-2023 5:16:44 PM
Logout	5-25-2023 5:21:04 PM
Login	5-25-2023 5:21:23 PM
Available (Ready for Call)	5-25-2023 5:21:23 PM
Logout	5-25-2023 5:22:09 PM
Login	5-25-2023 5:22:52 PM
Available (Ready for Call)	5-25-2023 5:22:52 PM
Logout	5-25-2023 5:30:20 PM
Login	5-25-2023 5:31:29 PM
Available (Ready for Call)	5-25-2023 5:31:30 PM
Logout	5-25-2023 5:36:44 PM
Login	5-25-2023 5:36:55 PM
Available (Ready for Call)	5-25-2023 5:36:56 PM
Logout	5-25-2023 5:38:49 PM
Login	5-25-2023 5:39:13 PM
Available (Ready for Call)	5-25-2023 5:39:13 PM
Logout	5-25-2023 5:52:30 PM
Login	5-25-2023 5:52:52 PM
Available (Ready for Call)	5-25-2023 5:52:52 PM
Logout	5-25-2023 5:54:36 PM
Login	5-25-2023 5:54:46 PM
Available (Ready for Call)	5-25-2023 5:54:46 PM
Ringling	5-25-2023 5:55:06 PM
ACD Call	5-25-2023 5:55:08 PM
Available (Ready for Call)	5-25-2023 5:55:21 PM
Logout	5-25-2023 5:56:43 PM

Login	5-25-2023 5:56:56 PM
Available (Ready for Call)	5-25-2023 5:56:56 PM
Ringing	5-25-2023 5:57:08 PM
ACD Call	5-25-2023 5:57:10 PM
Available (Ready for Call)	5-25-2023 5:57:34 PM
Logout	5-25-2023 5:57:59 PM
Login	5-25-2023 5:58:17 PM
Available (Ready for Call)	5-25-2023 5:58:18 PM

Queue: Emergency Dept **Agent:** Zeeshan Faisal

Status	Date & Time
Logout	5-25-2023 1:56:54 PM
Logout	5-25-2023 2:00:55 PM
Logout	5-25-2023 2:21:06 PM
Logout	5-25-2023 2:40:58 PM
Logout	5-25-2023 2:58:50 PM
Logout	5-25-2023 3:11:25 PM
Logout	5-25-2023 3:21:19 PM
Logout	5-25-2023 3:25:10 PM

Queue: Maternity Ward **Agent:** Asghar Hassan

Status	Date & Time
Logout	5-25-2023 1:56:53 PM
Logout	5-25-2023 2:00:54 PM
Logout	5-25-2023 2:21:05 PM
Logout	5-25-2023 2:40:57 PM
Logout	5-25-2023 2:58:49 PM
Logout	5-25-2023 3:11:24 PM
Logout	5-25-2023 3:21:17 PM
Logout	5-25-2023 3:25:11 PM

Queue: Maternity Ward

Agent: Marshall Sherman

Status	Date & Time
Logout	5-25-2023 1:56:54 PM
Logout	5-25-2023 2:00:54 PM
Logout	5-25-2023 2:21:06 PM
Logout	5-25-2023 2:40:57 PM
Logout	5-25-2023 2:58:50 PM
Logout	5-25-2023 3:11:24 PM
Logout	5-25-2023 3:21:19 PM
Logout	5-25-2023 3:25:11 PM

Queue: Maternity Ward

Agent: Umar Ijaz

Status	Date & Time
Login	5-25-2023 1:44:00 PM
Available (Ready for Call)	5-25-2023 1:44:01 PM
Logout	5-25-2023 1:44:21 PM
Login	5-25-2023 1:44:36 PM
Available (Ready for Call)	5-25-2023 1:44:36 PM
Ringling	5-25-2023 1:45:39 PM
Available (Ready for Call)	5-25-2023 1:48:40 PM
Ringling	5-25-2023 1:51:20 PM
ACD Call	5-25-2023 1:51:22 PM
Logout	5-25-2023 1:56:53 PM
Logout	5-25-2023 2:00:55 PM
Login	5-25-2023 2:01:33 PM
Available (Ready for Call)	5-25-2023 2:01:34 PM
Ringling	5-25-2023 2:02:00 PM
ACD Call	5-25-2023 2:02:02 PM
Available (Ready for Call)	5-25-2023 2:09:33 PM

Logout	5-25-2023 2:21:05 PM
Login	5-25-2023 2:22:46 PM
Available (Ready for Call)	5-25-2023 2:22:47 PM
Ringing	5-25-2023 2:23:17 PM
ACD Call	5-25-2023 2:23:19 PM
Available (Ready for Call)	5-25-2023 2:23:24 PM
Logout	5-25-2023 2:40:58 PM
Login	5-25-2023 2:43:58 PM
Available (Ready for Call)	5-25-2023 2:43:58 PM
Ringing	5-25-2023 2:44:14 PM
ACD Call	5-25-2023 2:44:16 PM
Logout	5-25-2023 2:46:38 PM
Available (Ready for Call)	5-25-2023 2:46:38 PM
Login	5-25-2023 2:46:57 PM
Available (Ready for Call)	5-25-2023 2:46:57 PM
Ringing	5-25-2023 2:47:21 PM
ACD Call	5-25-2023 2:47:23 PM
Logout	5-25-2023 2:58:49 PM
Login	5-25-2023 3:03:33 PM
Non ACD Call	5-25-2023 3:03:34 PM
ACD Call	5-25-2023 3:04:05 PM
Ringing	5-25-2023 3:04:08 PM
Available (Ready for Call)	5-25-2023 3:04:25 PM
Logout	5-25-2023 3:11:25 PM
Login	5-25-2023 3:15:43 PM
Available (Ready for Call)	5-25-2023 3:15:43 PM
Ringing	5-25-2023 3:16:04 PM
ACD Call	5-25-2023 3:16:06 PM
Logout	5-25-2023 3:21:17 PM
Login	5-25-2023 3:22:44 PM

Non ACD Call	5-25-2023 3:22:44 PM
Available (Ready for Call)	5-25-2023 3:22:45 PM
Ringling	5-25-2023 3:23:08 PM
ACD Call	5-25-2023 3:23:11 PM
Logout	5-25-2023 3:25:11 PM
Login	5-25-2023 3:37:51 PM
Available (Ready for Call)	5-25-2023 3:37:51 PM
Ringling	5-25-2023 3:38:07 PM
ACD Call	5-25-2023 3:38:09 PM
Available (Ready for Call)	5-25-2023 3:38:56 PM
Logout	5-25-2023 3:45:04 PM
Login	5-25-2023 3:45:26 PM
Available (Ready for Call)	5-25-2023 3:45:27 PM
Logout	5-25-2023 3:52:08 PM
Available (Ready for Call)	5-25-2023 3:52:45 PM
Login	5-25-2023 3:52:45 PM
Logout	5-25-2023 3:53:44 PM
Available (Ready for Call)	5-25-2023 3:54:15 PM
Login	5-25-2023 3:54:15 PM
Ringling	5-25-2023 3:54:25 PM
ACD Call	5-25-2023 3:54:27 PM
Available (Ready for Call)	5-25-2023 3:56:45 PM
Logout	5-25-2023 3:56:45 PM
Login	5-25-2023 3:57:08 PM
Available (Ready for Call)	5-25-2023 3:57:09 PM
Logout	5-25-2023 4:58:14 PM
Login	5-25-2023 4:58:46 PM
Available (Ready for Call)	5-25-2023 4:58:46 PM
Logout	5-25-2023 5:01:16 PM
Login	5-25-2023 5:01:39 PM

Available (Ready for Call)	5-25-2023 5:01:40 PM
Logout	5-25-2023 5:03:44 PM
Login	5-25-2023 5:04:14 PM
Available (Ready for Call)	5-25-2023 5:04:15 PM
Logout	5-25-2023 5:08:53 PM
Available (Ready for Call)	5-25-2023 5:13:28 PM
Login	5-25-2023 5:13:28 PM
Ringin	5-25-2023 5:14:06 PM
ACD Call	5-25-2023 5:14:09 PM
Available (Ready for Call)	5-25-2023 5:14:38 PM
Logout	5-25-2023 5:16:20 PM
Login	5-25-2023 5:16:43 PM
Available (Ready for Call)	5-25-2023 5:16:44 PM
Logout	5-25-2023 5:21:04 PM
Login	5-25-2023 5:21:23 PM
Available (Ready for Call)	5-25-2023 5:21:23 PM
Logout	5-25-2023 5:22:09 PM
Login	5-25-2023 5:22:52 PM
Available (Ready for Call)	5-25-2023 5:22:52 PM
Logout	5-25-2023 5:30:20 PM
Login	5-25-2023 5:31:29 PM
Available (Ready for Call)	5-25-2023 5:31:30 PM
Logout	5-25-2023 5:36:44 PM
Login	5-25-2023 5:36:55 PM
Available (Ready for Call)	5-25-2023 5:36:56 PM
Logout	5-25-2023 5:38:49 PM
Available (Ready for Call)	5-25-2023 5:39:13 PM
Login	5-25-2023 5:39:13 PM
Logout	5-25-2023 5:52:30 PM
Available (Ready for Call)	5-25-2023 5:52:52 PM

Login	5-25-2023 5:52:52 PM
Logout	5-25-2023 5:54:36 PM
Available (Ready for Call)	5-25-2023 5:54:46 PM
Login	5-25-2023 5:54:46 PM
Ringing	5-25-2023 5:55:06 PM
ACD Call	5-25-2023 5:55:08 PM
Available (Ready for Call)	5-25-2023 5:55:21 PM
Logout	5-25-2023 5:56:43 PM
Login	5-25-2023 5:56:56 PM
Available (Ready for Call)	5-25-2023 5:56:56 PM
Ringing	5-25-2023 5:57:08 PM
ACD Call	5-25-2023 5:57:10 PM
Available (Ready for Call)	5-25-2023 5:57:34 PM
Logout	5-25-2023 5:57:59 PM
Login	5-25-2023 5:58:17 PM
Available (Ready for Call)	5-25-2023 5:58:18 PM

Queue: Maternity Ward

Agent: Zeeshan Faisal

Status	Date & Time
Logout	5-25-2023 1:56:54 PM
Logout	5-25-2023 2:00:55 PM
Logout	5-25-2023 2:21:06 PM
Logout	5-25-2023 2:40:58 PM
Logout	5-25-2023 2:58:50 PM
Logout	5-25-2023 3:11:25 PM
Logout	5-25-2023 3:21:19 PM
Logout	5-25-2023 3:25:10 PM

Queue: Priority

Agent: 801002 801002

Status	Date & Time
--------	-------------

Logout	5-25-2023 1:56:54 PM
Logout	5-25-2023 2:00:56 PM
Logout	5-25-2023 2:21:06 PM
Logout	5-25-2023 2:40:58 PM
Logout	5-25-2023 2:58:50 PM
Logout	5-25-2023 3:11:25 PM
Logout	5-25-2023 3:21:19 PM
Logout	5-25-2023 3:25:12 PM

Queue: Priority **Agent:** Abdul Rehman

Status	Date & Time
Logout	5-25-2023 1:56:54 PM
Logout	5-25-2023 2:00:55 PM
Logout	5-25-2023 2:21:06 PM
Logout	5-25-2023 2:40:57 PM
Logout	5-25-2023 2:58:50 PM
Logout	5-25-2023 3:11:24 PM
Logout	5-25-2023 3:21:19 PM
Logout	5-25-2023 3:25:10 PM

Queue: Priority **Agent:** Agent 1

Status	Date & Time
Logout	5-25-2023 1:56:55 PM
Logout	5-25-2023 2:00:55 PM
Logout	5-25-2023 2:21:06 PM
Logout	5-25-2023 2:40:57 PM
Logout	5-25-2023 2:58:50 PM
Logout	5-25-2023 3:11:25 PM
Logout	5-25-2023 3:21:19 PM
Logout	5-25-2023 3:25:11 PM

Queue: Priority

Agent: Mamoon Remote

Status	Date & Time
Logout	5-25-2023 1:56:54 PM
Logout	5-25-2023 2:00:56 PM
Logout	5-25-2023 2:21:07 PM
Logout	5-25-2023 2:40:58 PM
Logout	5-25-2023 2:58:50 PM
Logout	5-25-2023 3:11:25 PM
Logout	5-25-2023 3:21:19 PM
Logout	5-25-2023 3:25:11 PM