



## Queue Report - Operational Overview

Date From: 5-15-2023 To: 5-21-2023

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

Printed on: 5-26-2023 at 10:51:31

Queue Name	Total Calls Answered	Answer Call %	Avg. ACD Time	ABND. Calls	ABND. %	Avg. ABND. Time	Total Calls	Avg. Wait Time	Overflowed into Queue	Overflowed out	AVG. Speed Ans	Service Level %	Max Delay	ACD Time %
Emergency Dept	20	76.92	00:00:28	6	23.08	00:11:21	26	00:00:11	0	1	00:00:02	85	00:29:52	1.65
Maternity Ward	2	9.09	00:00:14	20	90.91	00:06:46	22	00:08:01	0	0	00:00:03	0	00:29:24	0.08
Cardiology	1	100	00:00:08	0	0	00:00:00	1	00:00:06	0	1	00:00:04	100	00:02:01	0.04
Priority	0	0	00:00:00	1	100	00:03:39	1	00:00:00	1	0	00:00:00	0	00:03:39	0
Main IVR	0	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:00	0
Total	23	46.00	00:00:10	27	54.00	00:04:21	50	00:01:39	1	2	00:00:01	78.26	00:29:52	0.55