



Queue Report - Itemized Calls Offered

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

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

Printed on: 6-6-2023 at 10:40:13

Queue: Emergency Dept **Total Calls:** 18 **Total Calls Not Accepted:** 0

Callers Number	Call Arrived	Call Ended	Call Offered Time(s)	Duration	Agent Name	Outcome
1003	6-1-2023 4:36:35 PM	6-1-2023 4:36:43 PM	6-1-2023 4:36:41 PM	00:00:03	Umar Ijaz	Answered
1003	6-1-2023 4:54:07 PM	6-1-2023 4:55:03 PM	6-1-2023 4:54:59 PM	00:00:04	Umar Ijaz	Answered
1003	6-1-2023 4:59:38 PM	6-1-2023 5:02:59 PM	6-1-2023 5:02:54 PM	00:00:05	Umar Ijaz	Answered
			6-1-2023 5:02:54 PM	00:00:05	Umar Ijaz	Answered
1003	6-1-2023 5:03:19 PM	6-1-2023 5:04:26 PM	6-1-2023 5:03:41 PM	00:00:07	Umar Ijaz	Disconnected
1003	6-1-2023 5:05:43 PM	6-1-2023 5:05:59 PM	6-1-2023 5:05:48 PM	00:00:12	Umar Ijaz	Answered
1003	6-2-2023 10:49:11 AM	6-2-2023 10:49:19 AM	6-2-2023 10:49:15 AM	00:00:02	Umar Ijaz	Answered
1003	5-30-2023 1:01:08 PM	5-30-2023 1:01:16 PM	5-30-2023 1:01:14 PM	00:00:02	Umar Ijaz	Answered
1003	5-30-2023 1:11:11 PM	5-30-2023 1:11:19 PM	5-30-2023 1:11:17 PM	00:00:02	Umar Ijaz	Answered
1003	5-30-2023 1:16:53 PM	5-30-2023 1:17:30 PM	5-30-2023 1:17:28 PM	00:00:02	Umar Ijaz	Answered
1003	5-30-2023 1:29:43 PM	5-30-2023 1:29:47 PM	5-30-2023 1:29:45 PM	00:00:02	Umar Ijaz	Answered
1003	5-30-2023 2:04:59 PM	5-30-2023 2:05:05 PM	5-30-2023 2:05:03 PM	00:00:02	Umar Ijaz	Answered
1003	5-30-2023 2:05:42 PM	5-30-2023 2:05:46 PM	5-30-2023 2:05:44 PM	00:00:02	Umar Ijaz	Answered
1003	5-30-2023 2:05:59 PM	5-30-2023 2:06:03 PM	5-30-2023 2:06:01 PM	00:00:02	Umar Ijaz	Answered
1003	5-30-2023 3:58:01 PM	5-30-2023 3:58:12 PM	5-30-2023 3:58:10 PM	00:00:02	Umar Ijaz	Answered
1003	5-30-2023 4:53:33 PM	5-30-2023 4:53:50 PM	5-30-2023 4:53:47 PM	00:00:03	Umar Ijaz	Answered

Queue: Maternity Ward **Total Calls:** 3 **Total Calls Not Accepted:** 0

Callers Number	Call Arrived	Call Ended	Call Offered Time(s)	Duration	Agent Name	Outcome
1003	5-30-2023 1:31:58 PM	5-30-2023 1:37:48 PM	5-30-2023 1:37:47 PM	00:00:01	Umar Ijaz	Answered
1003	5-30-2023 4:31:12 PM	5-30-2023 4:31:25 PM	5-30-2023 4:31:23 PM	00:00:02	Umar Ijaz	Answered
1003	5-30-2023 4:54:03 PM	5-30-2023 4:54:09 PM	5-30-2023 4:54:06 PM	00:00:03	Umar Ijaz	Answered