



Call Summary Report

Date From: 01-04-2023 To: 27-04-2023

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

Printed on: 27-04-2023 at 13:09:34

Queues	Total Calls	Total Transferred In	Answered Calls	ABND. Calls	ABND. Calls(%)	Avg. Wait Time	Longest Waiting	Shortest Waiting	Calls Directed to Voicemail	Avg Logged-In Agents
Cardiology	39	0	34	5	13	00:00:12	00:01:20	00:00:03	0	8
Emergency Dept	176	0	100	76	43	00:01:26	00:13:29	00:00:02	0	4
Maternity Ward	9	0	3	6	67	00:02:17	00:08:25	00:00:01	0	4
Priority	6	0	3	3	50	00:01:07	00:05:46	00:00:02	0	16
Total	230	0	140	90	43	00:01:15	00:13:29	00:00:01	0	32