



## Agent Report - Availability Summary

Date From: 01-05-2023 To: 29-05-2023

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

Printed on: 29-05-2023 at 18:44:46

### Queue: Emergency Dept

| Agent Name       | Idle Time | Time Agent Logged In | Time Agent Logged out | ACD Call Duration Time | Non-ACD Call Duration Busy Time | Total Time Absent | No. of Logins | No. of Logouts | No. of Absences |
|------------------|-----------|----------------------|-----------------------|------------------------|---------------------------------|-------------------|---------------|----------------|-----------------|
| Umar Ijaz        | 54:07:05  | 62:00:46             | 62:00:51              | 05:24:04               | 00:12:08                        | 00:00:00          | 482           | 610            | 0               |
| Marshall Sherman | 00:00:00  | 00:00:00             | 00:00:00              | 00:00:00               | 00:00:00                        | 00:00:00          | 0             | 147            | 0               |
| Zeeshan Faisal   | 00:00:00  | 00:00:00             | 00:00:00              | 00:00:00               | 00:00:00                        | 00:00:00          | 0             | 147            | 0               |
| Total            | 54:07:05  | 62:00:46             | 62:00:51              | 05:24:04               | 00:12:08                        | 00:00:00          | 482           | 610            | 0               |

### Queue: Maternity Ward

| Agent Name       | Idle Time | Time Agent Logged In | Time Agent Logged out | ACD Call Duration Time | Non-ACD Call Duration Busy Time | Total Time Absent | No. of Logins | No. of Logouts | No. of Absences |
|------------------|-----------|----------------------|-----------------------|------------------------|---------------------------------|-------------------|---------------|----------------|-----------------|
| Umar Ijaz        | 54:07:05  | 62:00:46             | 62:00:51              | 00:21:41               | 00:16:05                        | 00:00:00          | 482           | 608            | 0               |
| Asghar Hassan    | 00:00:00  | 00:00:00             | 00:00:00              | 00:00:00               | 00:00:00                        | 00:00:00          | 0             | 147            | 0               |
| Marshall Sherman | 00:00:00  | 00:00:00             | 00:00:00              | 00:00:00               | 00:00:00                        | 00:00:00          | 0             | 147            | 0               |
| Zeeshan Faisal   | 00:00:00  | 00:00:00             | 00:00:00              | 00:00:00               | 00:00:00                        | 00:00:00          | 0             | 145            | 0               |
| Total            | 54:07:05  | 62:00:46             | 62:00:51              | 00:21:41               | 00:16:05                        | 00:00:00          | 482           | 608            | 0               |

### Queue: Cardiology

| Agent Name | Idle Time | Time Agent Logged In | Time Agent Logged out | ACD Call Duration Time | Non-ACD Call Duration Busy Time | Total Time Absent | No. of Logins | No. of Logouts | No. of Absences |
|------------|-----------|----------------------|-----------------------|------------------------|---------------------------------|-------------------|---------------|----------------|-----------------|
|------------|-----------|----------------------|-----------------------|------------------------|---------------------------------|-------------------|---------------|----------------|-----------------|

|               |          |          |          |          |          |          |    |     |    |
|---------------|----------|----------|----------|----------|----------|----------|----|-----|----|
| 801002 801002 | 19:38:11 | 21:17:54 | 21:30:02 | 00:07:48 | 00:00:00 | 00:46:19 | 58 | 172 | 17 |
| Abdul Rehman  | 00:54:21 | 01:04:33 | 01:05:36 | 00:02:48 | 00:00:00 | 00:00:00 | 24 | 177 | 0  |
| Agent 1       | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0  | 147 | 0  |
| Mamoon Remote | 27:53:25 | 35:22:21 | 35:22:21 | 00:07:55 | 00:00:00 | 06:37:45 | 99 | 224 | 18 |
| Total         | 19:38:11 | 21:17:54 | 21:30:02 | 00:07:48 | 00:00:00 | 00:46:19 | 58 | 172 | 17 |

Queue: Priority

| Agent Name    | Idle Time | Time Agent<br>Logged In | Time Agent<br>Logged out | ACD Call<br>Duration Time | Non-ACD Call<br>Duration Busy<br>Time | Total Time<br>Absent | No. of Logins | No. of Logouts | No. of Absences |
|---------------|-----------|-------------------------|--------------------------|---------------------------|---------------------------------------|----------------------|---------------|----------------|-----------------|
| 801002 801002 | 19:38:11  | 21:17:25                | 21:29:33                 | 00:00:00                  | 00:00:00                              | 00:46:19             | 56            | 172            | 17              |
| Abdul Rehman  | 00:54:21  | 01:04:33                | 01:05:36                 | 00:00:00                  | 00:00:00                              | 00:00:00             | 24            | 175            | 0               |
| Agent 1       | 00:00:00  | 00:00:00                | 00:00:00                 | 00:00:00                  | 00:00:00                              | 00:00:00             | 0             | 145            | 0               |
| Mamoon Remote | 27:53:25  | 35:22:21                | 35:22:21                 | 00:00:00                  | 00:00:00                              | 06:37:45             | 99            | 222            | 18              |
| Total         | 19:38:11  | 21:17:25                | 21:29:33                 | 00:00:00                  | 00:00:00                              | 00:46:19             | 56            | 172            | 17              |