

Agent Overview Report

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

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

Printed on: 29-05-2023 at 19:17:30

Date: 01-05-2023 **Queue:** Emergency Dept

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Umar Ijaz	5	00:00:07	00:00:00	00:00:01	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:13	02:29:01
Total	5	00:00:07	00:00:00	00:00:01	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:13	02:29:01

Date: 01-05-2023 Queue: Maternity Ward

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time	
Umar Ijaz	2	00:00:12	00:00:00	00:00:01	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:05	02:29:01	
Total	2	00:00:12	00:00:00	00:00:01	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:05	02:29:01	

Date: 02-05-2023 **Queue:** Cardiology

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	15	00:00:04	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:41	01:39:43

Abdul Rehman	8	00:00:12	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:42	00:16:50
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	5	00:00:11	00:00:00	00:00:00	0	2	00:00:06	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:01:29	01:50:01
Total	28	00:00:07	00:00:00	00:00:00	0	2	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:02:52	03:46:34
Date: 02-05-	-2023	Que	ue: En	nergeno	cy Dept	t											
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	1	00:00:20	00:00:00	00:00:01	0	0	00:00:00	1	00:00:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	0	00:00:02	01:11:44
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	1	00:00:20	00:00:00	00:00:01	0	0	00:00:08	1	00:00:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	0	00:00:02	01:11:44
Date: 02-05-	-2023	Que	ue: Ma	aternity	Ward												
				•													
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Agent Name Asghar Hassan	o ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	o Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	on	00:00:00 AUX 1 (Toilet)	0::00:00 (Break)	AUXOUT Time	O Total Calls Not Accepted	Agent Ring Time	Staffed Time
	ACD	Avg	-				EX				AUX 3 (Assist on						
Asghar Hassan	o ACD	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00 (Assist on	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Asghar Hassan Marshall Sherman	0 0 ACD	00:00:00 00:00:00	00:00:00	00:00:00	0	0	00:00:00 00:00:00	0	00:00:00	00:00:00	00:00:00 (Assist on	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Asghar Hassan Marshall Sherman Umar Ijaz	0 0 1	00:00:00 00:00:00 00:00:10	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	0 0	0 0	00:00:00 00:00:00 00:00:00	0 0 1	00:00:00 00:00:00 00:00:08	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:08	0 0 0	00:00:00 00:00:00 00:00:03 00:00:00	00:00:00 00:00:00 01:11:44
Asghar Hassan Marshall Sherman Umar Ijaz Zeeshan Faisal	Ο Ο Ο 1 Ο 1	00:00:00 00:00:00 00:00:10 00:00:00 00:00:10	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	0 0 0	0 0 0	00:00:00 00:00:00 00:00:00 00:00:00	0 0 1 0	00:00:00 00:00:00 00:00:08 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:08 00:00:00	0 0 0 0	00:00:00 00:00:00 00:00:03 00:00:00	00:00:00 00:00:00 01:11:44 00:00:00

801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:39:43
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:16:50
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	2	00:00:06	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:50:01
Total	0	00:00:00	00:00:00	00:00:00	0	2	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	03:46:34
Date: 03-05-	2023	Que	ue: Ca	ırdiology	/												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Abdul Rehman	2	00:00:35	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:14	00:38:33
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	2	00:00:07	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:31	19:15:35
Total	4	00:00:21	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:45	19:54:08
Date: 03-05-	2023	Que	ue: En	nergenc	y Dept												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	3	00:03:51	00:00:00	00:00:08	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:07	00:25:24
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00

Date: 03-05-2023 Queue: Maternity Ward

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00:00:07 00:25:24

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Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Asghar Hassan	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	2	00:00:31	00:00:00	00:00:01	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:08	00:25:24
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	2	00:00:31	00:00:00	00:00:01	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:08	00:25:24
Date: 03-05-2	2023		ue: Pri	•							(F			<u>e</u>	_		
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:38:33
A 1. 4	0	00 00 00	00 00 00	00 00 00		0	00 00 00	•	00 00 00	00 00 00	00 00 00	00 00 00	00 00 00	00 00 00	0	00 00 00	00 00 00

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801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:38:33
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	19:15:35
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	19:54:08
Date: 04-05-2	2023	Que	ue: Ca	ırdiology	y												

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	1	00:02:16	01:44:39
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:30
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	1	00:02:16	01:45:09

Doto: 04 05 (2022	0	C.	o o ra o o o	w Dant												
Date: 04-05-2	2023	Que	ue: En	nergeno	у рерт												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	02:57:14
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	02:57:14
Date: 04-05-2	2023	Que	ue: Ma	aternity	Ward												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Asghar Hassan	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	02:57:14
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	02:57:14
Date: 04-05-2	2023	Que	ue: Pri	ority													
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext in Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
224222 224222		•	-		0	0	00:00:00	0	00.00.00	00.00.00	00:00:00	00:00:00	00:00:00	00:00:00	0	00.00.00	04.44.40
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00.00.00	00.00.00	00.00.00	00.00.00	U	00:00:00	01:44:13
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:30

00:00:00 00:00:00

Mamoon Remote

00:00:00 00:00:00 00:00:00

Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:44:43
Date: 05-05-2	2023	Que	ue: Ca	ırdiolog	у												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	5	00:00:05	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:15	00:21:23
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:08:40
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	7	00:00:05	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:31	00:28:35
Total	12	00:00:05	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:46	00:58:38
Date : 05-05-2	2023			nergeno			ē	<u>s</u>	90		Sall)			ше	Þe		Φ
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Date: 05-05-2	2023	Que	ue: Ma	aternity	Ward												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Asghar Hassan	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Asghar Hassan Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00

Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Date: 05-05-2	2023	Que	ue: Pri	ority													
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:21:23
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:08:40
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:28:35
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:58:38
Date : 06-05-2	2023	Que	u e : Ca	rdiology	/												
		Φ	<u>ə</u>	Φ							$\widehat{=}$			<u>e</u>	_		
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Agent Name 801002 801002	o ACD Calls	ACD	00:00:00	Avg Hold Tim	o Ext in Calls	Out	Ext Out Time	e External Ext Out Calls	External Ext Out Time	00:00:00 (Outbound)	on	00:00:00 AUX 1 (Toilet)	00:00:00 (Break)	AUXOUT Tim	Dotal Calls Not Acceptec	00:00:00 Agent Ring Time	Staffed Time
		Avg ACD	Avg			Ext Out	— EX		-		AUX 3 (Assist on						
801002 801002	0	00:00:00	00:00:00 Avg	00:00:00	0	o Ext Out	00:00:00	0	00:00:00	00:00:00	00:00:00 AUX 3 (Assist on	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
801002 801002 Abdul Rehman	0	90:00:00 00:00:00	00:00:00 00:00:00	00:00:00	0	o o Ext Out	00:00:00 00:00:00	0	00:00:00	00:00:00	00:00:00 (Assist on	00:00:00	00:00:00	00:00:00	0 0	00:00:00	00:00:00
801002 801002 Abdul Rehman Agent 1	0 0 0	O0:00:00 O0:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	0 0 0	o o e Ext Out	00:00:00 00:00:00 00:00:00	0 0 0	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 WX 3 (Assist on	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	0 0 0	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00
801002 801002 Abdul Rehman Agent 1 Mamoon Remote	0 0 0 0	Avg Acc 00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	0 0 0 0	0 0 0 Ext Out	00:00:00 00:00:00 00:00:00 00:00:00	0 0 0	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	0 0 0	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:49
801002 801002 Abdul Rehman Agent 1 Mamoon Remote Total	0 0 0 0	Avg Acc 00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	0 0 0 0	0 0 0 Ext Out	00:00:00 00:00:00 00:00:00 00:00:00	0 0 0	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	0 0 0	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:49

Umar Ijaz	68	00:01:55	00:00:00	00:00:01	0	0	00:00:00	1	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	0	00:11:07	07:21:50
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	68	00:01:55	00:00:00	00:00:01	0	0	00:00:11	1	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	0	00:11:07	07:21:50
Date : 06-05-2	2023	Que	ue: Ma	aternity	Ward												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Asghar Hassan	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	3	00:00:17	00:00:00	00:00:01	0	0	00:00:00	1	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	0	80:00:00	07:21:50
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	3	00:00:17	00:00:00	00:00:01	0	0	00:00:11	1	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	0	00:00:08	07:21:50
Date: 06-05-2	2023	Que	ue: Pri	ority													
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Agent Name 801002 801002	o ACD Calls	ACD	Avg ACW Time	Avg Hold Time	o Ext In Calls	Ext Out Calls	Ext Out Time	Ext Out Calls	External Ext Out Time	0:00:00 (Outbound)	on	00:00:00 AUX 1 (Toilet)	00:00:00 AUX 4 (Break)	AUXOUT Time	Dotal Calls Not Accepted	O::00:00 Agent Ring Time	Staffed Time
	ACD	Avg ACD	Avg	Avg					-		AUX 3 (Assist on	•				-	
801002 801002	OACD	00:00:00	00:00:00 Avg	00:00:00 Avg	0	0	00:00:00	0	00:00:00	00:00:00	AUX 3 (Assist on	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
801002 801002 Abdul Rehman	o o ACD	00:00:00 00:00:00	00:00:00 00:00:00	00:00:00 00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00 00:00:00 (Assist on	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
801002 801002 Abdul Rehman Agent 1	O O O	90:00:00 00:00:00 00:00:00	00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	0 0	0 0	00:00:00 00:00:00 00:00:00	0 0 0	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	0 0 0	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00
801002 801002 Abdul Rehman Agent 1 Mamoon Remote	0 0 0	Avg ACD 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	0 0 0 0	0 0 0 0	00:00:00 00:00:00 00:00:00 00:00:00	0 0 0	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	0 0 0	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:49

Umar Ijaz	2	00:00:06	00:00:00	00:00:01	0	0	00:00:00	2	00:00:13	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	0	00:00:06	05:48:59
Total	2	00:00:06	00:00:00	00:00:01	0	0	00:00:13	2	00:00:13	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	0	00:00:06	05:48:59
Date: 07-05-	2023	Que	ue: Ma	aternity \	Ward												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Umar Ijaz	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	2	00:00:13	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	0	00:00:00	05:48:59
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:13	2	00:00:13	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13	0	00:00:00	05:48:59
Date: 08-05-	2023	Que	ue: Ca	rdiology	/												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	13	00:00:04	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:52	04:34:12
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	10	00:00:05	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:51	05:18:00
Total	23	00:00:04	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:01:43	09:52:12
Date: 08-05-	2023	Que	ue: En	nergenc	y Dept												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	25	00:00:21	00:00:00	00:00:12	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:01:05	05:22:05
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	25	00:00:21	00:00:00	00:00:12	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:01:05	05:22:05

Date: 08-05-	2023	Que	ue: Ma	aternity \	Ward												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext in Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Asghar Hassan	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	1	80:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:03	05:22:05
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	1	80:00:08	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:03	05:22:05
Date: 08-05-	2023		ue: Pri _Φ	•										ď)			
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	04:34:09
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	05:18:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	09:52:09
Date: 09-05-	2023	Que	ue: Ca	rdiology	′												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
			_														
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00

Agent 1

00:00:00 00:00:00 00:00:00

0 0:00:00

00:00:00 00:00:00

Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Date: 09-05-2	2023	Que	ue: Em	nergenc	y Dept												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	21	00:01:29	00:00:00	00:00:10	0	0	00:00:00	1	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	0	00:02:54	04:50:02
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	21	00:01:29	00:00:00	00:00:10	0	0	00:00:04	1	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	0	00:02:54	04:50:02
Date: 09-05-2	2023	Que	ue: Ma	aternity	Ward												
		: ::ue	Lime	ime	10	s	ne	SIII	ne		Call)			Гime	ted	_	Je
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on 0	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Agent Name Asghar Hassan	o ACD Calls	00:00:00	Avg ACW -	00:00:00 T Plold T	o Ext In Calls	o Ext Out Ca	00:00:00 Ext Out Tir	External Ext Out Ca	External Ext Out Tir	00:00:00 (Outbound	on	00:00:00	00:00:00 (Break)	00:00:00 AUXOUT	Dotal Calls Not Accept	Agent Ring Time	Staffed Tin
											AUX 3 (Assist on						
Asghar Hassan	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00 AUX 3 (Assist on	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Asghar Hassan Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00 00:00:00 (Assist on	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Asghar Hassan Marshall Sherman Umar Ijaz	0 0 3	00:00:00 00:00:00 00:03:52	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	0 0 0	0 0 0	00:00:00 00:00:00 00:00:00	0 0 1	00:00:00 00:00:00 00:00:04	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:04	0 0 0	00:00:00 00:00:00 00:00:08	00:00:00 00:00:00 04:50:02
Asghar Hassan Marshall Sherman Umar Ijaz Zeeshan Faisal	0 0 3 0	00:00:00 00:00:00 00:03:52 00:00:00 00:03:52	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	0 0 0 0	0 0 0	00:00:00 00:00:00 00:00:00 00:00:00	0 0 1 0	00:00:00 00:00:00 00:00:04 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:04 00:00:00	0 0 0	00:00:00 00:00:00 00:00:08 00:00:00	00:00:00 00:00:00 04:50:02 00:00:00
Asghar Hassan Marshall Sherman Umar Ijaz Zeeshan Faisal Total	0 0 3 0	00:00:00 00:00:00 00:03:52 00:00:00 00:03:52	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	0 0 0 0	0 0 0	00:00:00 00:00:00 00:00:00 00:00:00	0 0 1 0	00:00:00 00:00:00 00:00:04 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:04 00:00:00	0 0 0	00:00:00 00:00:00 00:00:08 00:00:00	00:00:00 00:00:00 04:50:02 00:00:00
Asghar Hassan Marshall Sherman Umar Ijaz Zeeshan Faisal Total Date: 09-05-2	0 0 3 0 3 2023	00:00:00 00:00:00 00:03:52 00:00:00 00:03:52	00:00:00 00:00:00 00:00:00 00:00:00 00:00:	00:00:00 00:00:00 00:00:00 00:00:00 00:00:	0 0 0 0	0 0 0 0	00:00:00 00:00:00 00:00:00 00:00:00	0 0 1 0	00:00:00 00:00:00 00:00:04 00:00:00 00:00:04	00:00:00 00:00:00 00:00:00 00:00:00	on Call) On Call) On Call)	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:04 00:00:00 00:00:04	0 0 0 0	00:00:00 00:00:00 00:00:08 00:00:00 00:00:08	00:00:00 00:00:00 04:50:02 00:00:00 04:50:02

Agent 1	0	00:00:00	00:00:00		0	0	00:00:00	0	00:00:00				00:00:00	00:00:00	0		00:00:00
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:0
Date: 10-05-20				rdiology													
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext in Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	8	00:00:34	00:00:00	00:00:11	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:42	05:55:2
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:0
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:0
Mamoon Remote	7	00:00:31	00:00:00	00:00:01	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:39	02:23:4
Total	15	00:00:32	00:00:00	00:00:06	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:01:21	08:19:1
Date: 10-05-20				nergend	cy Dept		Φ	<u>s</u>	Φ		;all)			ше	þ		Φ.
		Avg ACD Time	Avg ACW Time	Nergeno	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Date: 10-05-20)23						Ext Out Time	Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	00:00:00 (Toilet)	0:00:00 (Break)	AUXOUT Time	Control Calls Not Accepted	Agent Ring Time	
Date: 10-05-20 Agent Name Marshall Sherman	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls					-						00:00:0
Date: 10-05-20 Agent Name Marshall Sherman	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	o Ext In Calls	o Ext Out Calls	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:0
Agent Name Marshall Sherman Umar Ijaz Zeeshan Faisal	OCD Calls 0 17	Avg ACD Time 00:00:00	Avg ACW Time 00:00:00	9 Wind Hold Time 00:00:00 00:00:13	o o Ext In Calls	o o Ext Out Calls	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00 00:00:41	00:00:0 02:41:1
Agent Name Marshall Sherman Umar Ijaz Zeeshan Faisal	OCD Calls OCD Calls OCD 17 OCD 17	9 MIL OO:00:00 00:03:58 00:00:00 00:03:58	90:00:00 00:00:00 00:00:00	9miL ploH bAV 00:00:00 00:00:13 00:00:00	o o o Ext In Calls	o o o Ext Out Calls	00:00:00 00:00:00 00:00:00	0 0 0	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	0 0 0	00:00:00 00:00:41 00:00:00	00:00:0 02:41:1
Agent Name Marshall Sherman Umar Ijaz Zeeshan Faisal Total	OCD Calls OCD Calls OCD 17 OCD 17	9 MIL OO:00:00 00:03:58 00:00:00 00:03:58	90:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:13 00:00:13	o o o Ext In Calls	o o o Ext Out Calls	00:00:00 00:00:00 00:00:00	0 0 0	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	00:00:00 00:00:00 00:00:00	0 0 0	00:00:00 00:00:41 00:00:00	00:00: 02:41: 00:00:

Umar Ijaz	2	00:00:11	00:00:00	00:00:04	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:06	02:41:10
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	2	00:00:11	00:00:00	00:00:04	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:06	02:41:10
Date: 10-05-	-2023	Que	ue: Pri	ority													
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	05:55:26
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	02:23:48
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	08:19:14
Date: 11-05-	-2023	Que	ue: Ca	rdiology	/												
		ш Ш	шe	me		<u>s</u>	Φ	S	Ф		Call)			in e	eq		
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on C	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accept	Agent Ring Time	Staffed Time
Agent Name 801002 801002	o ACD Calls	0:00:00 Avg ACD T	00:00:00	00:00:00	o Ext In Calls	Out	00:00:00	External Ext Out Call	External Ext Out Tim	AUX 2 (Outbound)	AUX 3 (Assist on C	00:00:00 AUX 1 (Toilet)	00:00:00 AUX 4 (Break)	00:00:00	Cotal Calls Not Accepted	00:00:00 Agent Ring Time	Staffed Time
	ACD					Ext Out	Ë				AUX 3 (Assist on						00:00:00
801002 801002	o ACD	00:00:00	00:00:00	00:00:00	0	o Ext Out	00:00:00	0	00:00:00	00:00:00	AUX 3 (Assist on	00:00:00	00:00:00	00:00:00	0	00:00:00	

 $00:00:00 \quad 00:00:00 \quad 00:00:00 \quad 00:00:00 \quad 00:00:00$

00:00:00

00:00:00 00:00:00

00:00:05 01:09:11

Date: 11-05-2023 **Queue:** Emergency Dept

00:01:25 00:00:00 00:00:00

0

00:00:00

00:00:00 00:00:00 00:00:00

Marshall Sherman

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	10	00:00:14	00:00:00	00:00:00	0	0	00:00:00	6	00:02:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:56	0	00:00:30	05:46:19
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	10	00:00:14	00:00:00	00:00:00	0	0	00:00:56	6	00:02:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:56	0	00:00:30	05:46:19
Date: 11-05-	2023	Que	ue: Ma	aternity	Ward												

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Asghar Hassan	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	4	00:00:38	00:00:00	00:00:04	0	0	00:00:00	6	00:02:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:56	0	00:00:36	05:46:19
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	4	00:00:38	00:00:00	00:00:04	0	0	00:00:56	6	00:02:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:56	0	00:00:36	05:46:19

Queue: Priority **Date:** 11-05-2023

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:09:11
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:09:11

Queue: Cardiology **Date:** 12-05-2023

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Date: 12-05-2	2023	Que	ue: En	nergeno	y Dept												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	4	00:00:08	00:00:00	00:00:01	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:10	01:32:48
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	4	00:00:08	00:00:00	00:00:01	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:10	01:32:48
Date: 12-05-2	2023	Que	ue: Ma	aternity	Ward												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext in Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Asghar Hassan	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:32:48
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:32:48

Date: 12-05-2023 **Queue:** Priority

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Date: 16-05-2	2023	Que	ue: Ca	rdiology	y												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Date: 16-05-2	2023	Que	ue: En	nergend	y Dept												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	13	00:00:35	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:31	01:11:14
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	13	00:00:35	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:31	01:11:14

Date: 16-05-2023 Queue: Maternity Ward

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Asghar Hassan	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:11:14
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:11:14
Date: 16-05-	2023	Que	ue: Pri	ority													
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Date: 17-05-2	2023	Que	ue: Ca	ırdiology	/												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	1	00:00:08	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:04	05:33:31
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:12
Total	1	00:00:08	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:04	05:33:43

Date: 17-05-2023 **Queue:** Priority

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	05:33:31
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:12
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	05:33:43
Date: 18-05-2	2023	Que	ue: Ca	ırdiology	′												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:05:37
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:05:37
Date: 18-05-2	2023	Que	ue: En	nergenc	y Dept												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	6	00:00:12	00:00:00	00:00:01	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:14	03:33:23
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	6	00:00:12	00:00:00	00:00:01	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:14	03:33:23

Date: 18-05-2023 **Queue:** Maternity Ward

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Asghar Hassan	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	1	00:00:13	00:00:00	00:00:01	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:02	03:33:23
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	1	00:00:13	00:00:00	00:00:01	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:02	03:33:23
Date : 18-05-2	023	Que	ue: Pri	ority													
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00

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Date: 10 00	2020	Que	uc. 00	i alolog	y												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00

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Agent 1

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Mamoon Remote

Date: 19-05-2023

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Queue: Cardiology

Date: 19-05-2	2023	Que	ue: En	nergeno	y Dept												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext in Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:01:38
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:01:38
Date: 19-05-2	2023			aternity	Ward									0			
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Asghar Hassan	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:01:38
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:01:38
Date: 19-05-2	2023	Que	ue: Pri	ority													
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00

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Mamoon Remote

00:00:00 00:00:00 00:00:00

Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Date: 20-05-	2023	Que	ue: En	nergenc	y Dept												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Umar Ijaz	2	00:00:13	00:00:00	00:00:01	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:06	02:25:35
Total	2	00:00:13	00:00:00	00:00:01	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:06	02:25:35
Date: 20-05-	2023	Que	ue: Ma	aternity	Ward												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Umar Ijaz	2	00:00:05	00:00:00	00:00:01	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:04	02:25:35
Total	2	00:00:05	00:00:00	00:00:01	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:04	02:25:35
Date: 21-05-	2023	Que	ue: En	nergend	y Dept												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext in Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Umar Ijaz	0	00:00:00	00:00:00	00:00:00	0	^	00.00.00	0	00.00.00	00.00.00	00.00.00	00.00.00	00.00.00	00.00.00		00.00.00	01:28:02
Omai ijaz	0	00.00.00	00.00.00	00.00.00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01.28.02

00:00:00 01:28:02

Date: 21-05-2023 **Queue:** Maternity Ward

00:00:00 00:00:00 00:00:00

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Umar Ijaz	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:28:02
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:28:02
Date: 22-05-2	2023	Que	ue: Ca	ırdiology	/												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	6	00:00:05	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	11	00:04:56	01:28:22
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	6	00:00:05	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	11	00:04:56	01:28:22
Date: 22-05-2	2023	Que	ue: En	nergenc	y Dept												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00

00:00:00 00:00:00

Date: 22-05-2023 **Queue:** Maternity Ward

00:00:00 00:00:00 00:00:00

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Asghar Hassan	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Date: 22-05-2	023	Que	ue: Pri	ority													
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:28:22
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:28:22
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:28:22

Date: 23-05-2	2023	Que	ue: Ca	ırdiology	y												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	1	00:00:06	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:09	04:07:45
Total	1	00:00:06	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:09	04:07:45

Date: 23-05-	2023	Que	ue: En	nergeno	cy Dept												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	15	00:00:49	00:00:00	00:00:27	0	0	00:00:00	11	00:03:51	00:00:00	00:00:00	00:00:00	00:00:00	00:01:56	0	00:09:22	02:49:51
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	15	00:00:49	00:00:00	00:00:27	0	0	00:01:56	11	00:03:51	00:00:00	00:00:00	00:00:00	00:00:00	00:01:56	0	00:09:22	02:49:51
Date: 23-05-	2023	Que	ue: Ma	aternity	Ward												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Asghar Hassan	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	2	00:00:31	00:00:00	00:00:20	0	0	00:00:00	11	00:03:51	00:00:00	00:00:00	00:00:00	00:00:00	00:01:56	0	00:00:05	02:49:51
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	2	00:00:31	00:00:00	00:00:20	0	0	00:01:56	11	00:03:51	00:00:00	00:00:00	00:00:00	00:00:00	00:01:56	0	00:00:05	02:49:51
Date: 23-05-	2023	Que	ue: Pri	ority													
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00

00:00:00 04:07:45

Mamoon Remote

00:00:00 00:00:00 00:00:00

Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	04:07:45
Date: 24-05-	2023	Que	ue: Ca	rdiology	/												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:21:58
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:21:58
Date: 24-05-	2023	Que	ue: En	nergend	y Dept												
A N	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	at)	. 4 ak)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Agent Name	ACD	Avg /	Avg /	Avg I	Ext r	Ext	Ext (Exte	Exter Ext O	AUX (Out	AUX (Assi	AUX 1 (Toilet)	AUX 4 (Break)	AUX	Tota Not,	Age. Time	Staf
Agent Name Umar Ijaz	Р Н 17	00:00:39	00:00:00 Avg	00:00:04	o Ext Ir	0 Ext O	00:00:00	o Exte	00:00:00 EXT OC OC:00:00	00:00:00	00:00:00 (Assi	00:00:00 (Toile	00:00:00 (Bre	00:00:00	O Tota	00:00:40	02:56:43
		· · · · · · · · · · · · · · · · · · ·															
Umar Ijaz	17	00:00:39	00:00:00	00:00:04	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:40	02:56:43
Umar Ijaz Total	17	00:00:39	00:00:00	00:00:04	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:40	02:56:43
Umar Ijaz Total Date: 24-05-	17 17 •2023	00:00:39 00:00:39 Que	00:00:00 00:00:00	00:00:04 00:00:04 aternity	o o Ward	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:40	02:56:43 02:56:43

Date: 24-05-2023 Queue: Priority

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:21:58
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:21:58
Date: 25-05-2	2023	Que	ue: Ca	rdiology	•												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Date: 25-05-2	2023	Que	ue: Em	nergenc	y Dept	t											
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	12	00:01:10	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:03:44	02:56:29
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	12	00:01:10	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:03:44	02:56:29

Date: 25-05-2023 **Queue:** Maternity Ward

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Asghar Hassan	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Marshall Sherman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Umar Ijaz	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	02:56:29
Zeeshan Faisal	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	02:56:29
Date: 25-05-2	2023	Que	ue: Pri	ority													
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Abdul Rehman	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Agent 1	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:00
Date: 26-05-2	2023	Que	ue: Ca	rdiology	y												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:38
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:38

Date: 26-05-2023 **Queue:** Emergency Dept

Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Umar Ijaz	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:14:58
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:14:58
Date: 26-05-2023 Queue: Maternity Ward																	
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Umar Ijaz	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:14:58
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:14:58
Date: 26-05-2023 Queue: Priority																	
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
801002 801002	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:38
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:00:38
Date: 27-05-2023 Queue: Emergency Dept																	
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Umar Ijaz	17	00:01:20	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:42	01:56:17
Total	17	00:01:20	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:42	01:56:17

Date: 27-05-2023 Queue: Mate					Ward												
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Umar Ijaz	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:56:17
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	01:56:17
Date: 29-05-2023 Queue: Cardiology																	
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:20:50
Total	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:20:50
Date: 29-05-2	2023	Queue: Priority															
Agent Name	ACD Calls	Avg ACD Time	Avg ACW Time	Avg Hold Time	Ext In Calls	Ext Out Calls	Ext Out Time	External Ext Out Calls	External Ext Out Time	AUX 2 (Outbound)	AUX 3 (Assist on Call)	AUX 1 (Toilet)	AUX 4 (Break)	AUXOUT Time	Total Calls Not Accepted	Agent Ring Time	Staffed Time
Mamoon Remote	0	00:00:00	00:00:00	00:00:00	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:00	00:20:50

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