Agent Report - Availability Summary

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

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

Printed on: 5-25-2023 at 17:54:15

Queue: Cardiology

Agent Name	Idle Time	Logged out Time	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No of Logins	No of Logouts	No of Absences
801002 801002	05:33:12	78:21:18	00:00:08	00:00:00	00:00:00	1	2	0
Abdul Rehman	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0
Agent 1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0
Mamoon Remote	00:05:07	23:40:22	00:00:00	00:00:00	00:00:00	6	7	0
Total	05:38:19	102:01:40	00:00:08	00:00:00	00:00:00	7	11	0

Queue: Priority

Agent Name	Idle Time	Logged out Time	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No of Logins	No of Logouts	No of Absences
801002 801002	05:33:12	78:21:18	00:00:08	00:00:00	00:00:00	1	2	0
Abdul Rehman	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0
Agent 1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0
Mamoon Remote	00:05:07	23:40:22	00:00:00	00:00:00	00:00:00	6	7	0
Total	05:38:19	102:01:40	00:00:08	00:00:00	00:00:00	7	11	0

Queue: Maternity Ward

Agent Name	Idle Time	Logged out Time	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No of Logins	No of Logouts	No of Absences
Asghar Hassan	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0
Marshall Sherman	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0
Umar Ijaz	09:20:37	136:15:00	00:09:40	00:08:15	00:00:00	80	80	0
Zeeshan Faisal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0
Total	09:20:37	136:15:00	00:09:40	00:08:15	00:00:00	80	83	0

Queue: Emergency Dept

Agent Name	Idle Time	Logged out Time	ACD Call Duration Time	Non-ACD Call Duration Busy Time	Total Time Absent	No of Logins	No of Logouts	No of Absences
Marshall Sherman	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0
Umar Ijaz	09:20:37	136:15:00	00:09:40	00:08:15	00:00:00	80	80	0
Zeeshan Faisal	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	1	0
Total	09:20:37	136:15:00	00:09:40	00:08:15	00:00:00	80	82	0