

Queue Report - Daily Operational Overview

Date From: 01-05-2023 To: 30-05-2023 Time Between: 00:00:00 and: 23:59:59

Printed on: 30-05-2023 at 18:57:22

Date: 01-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	1	0	100	0	0	00:00:00	0	1	00:00:00	00:04:37	00:04:37	0.12
Emergency Dept	14	5	0	60	19	00:00:00	5	1	00:00:26	00:00:00	00:00:00	1.75
Maternity Ward	7	3	14.29	0	19	00:00:00	2	4	00:05:40	00:02:56	00:02:56	0.88
Priority	2	0	50	0	0	00:00:00	0	1	00:00:00	00:00:04	00:00:04	0.25

Date: 02-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	73	28	10.96	96.43	15	00:00:00	0	0	00:00:17	00:00:22	00:00:13	9.12
Emergency Dept	2	1	0	100	13	00:00:00	1	0	00:00:11	00:00:00	00:00:00	0.25
Maternity Ward	2	1	0	0	14	00:00:00	0	1	00:02:55	00:00:00	00:00:00	0.25

Date: 03-05-2023

Cardiology 9 4 0 25 78 00:00:00 0 0 00:00:04 00:00:00 0.00:00 0.1:12 Emergency Dept 6 3 0 100 52 00:00:00 1 1 1 00:00:07 00:00:00 00:00:00 0.75 Maternity Ward 3 1 0 100 68 00:00:00 2 2 0 00:00:05 00:00:00 0.00:00 0.38 Date: 04-05-2023 Date: 04-05-2023 Cardiology 17	Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Date: 04-05-2023 Date: 05-05-2023 Date: 05-05	Cardiology	9	4	0	25	78	00:00:00	0	0	00:00:24	00:00:00	00:00:00	1.12
Date: 04-02-2023 Total calls Total calls Total calls Total ABND.% Avg. Hold Time Avg. Mait Time DeforeAbandoning Avg. Wait Time DeforeAbandoning Avg. Wait Time DeforeAbandoning Avg. Calls Avg. Calls Avg. Calls Avg. Calls Avg. Calls Avg. Calls	Emergency Dept	6	3	0	100	52	00:00:00	1	1	00:00:07	00:00:00	00:00:00	0.75
Avg. Calls	Maternity Ward	3	1	0	100	68	00:00:00	2	2	00:00:05	00:00:00	00:00:00	0.38
Cardiology Total calls Total calls Offered Total calls Total calls Total calls Total calls Avg. Hold Time Longest Wait Time DeforeAbandoning Avg. Wait Time Avg. Calls Avg. Calls Avg. Calls Avg. Calls Total ABND. Total ABND. Avg. Calls Total ABND. Avg. Calls Total ABND. Total ABND. Avg. Calls Total ABND. Avg. Calls Avg. Calls Total Calls Avg. Calls Total ABND. Total Calls Avg. Calls Avg. Calls Total Calls		Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
ame and a second a	Cardiology			47.06	0	17	00:00:00	0	0	00:00:00	00:01:05	00:00:22	
Cardiology 30 12 6.67 91.67 294 00:00:00 0 0 00:00:11 00:01:01 00:00:49 3.75		Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
	Cardiology	30		6.67	91.67	294	00:00:00		0	00:00:11	00:01:01	00:00:49	3.75

Date: 06-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	157	66	4.46	86.36	59	00:00:00	15	12	00:06:06	00:02:06	00:01:01	19.62
Maternity Ward	7	0	0	0	60	00:00:00	2	4	00:00:00	00:00:00	00:00:00	0.88
Date: 07-05-2023 Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	6	0	0	0	62	00:00:00	1	1	00:00:00	00:00:00	00:00:00	0.75
Date: 08-05-2023 Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	62	23	12.9	91.3	83	00:00:00	0	0	00:00:26	00:00:42	00:00:19	7.75
Emergency Dept	51	24	0	95.83	101	00:00:00	7	2	00:01:45	00:00:00	00:00:00	6.38
Maternity Ward	4	0	25	0	115	00:00:00	0	3	00:00:00	00:00:39	00:00:39	0.5

Date: 09-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	41	18	2.44	94.44	44	00:00:00	3	0	00:01:42	00:02:08	00:02:08	5.12
Maternity Ward	3	0	0	0	47	00:00:00	0	3	00:00:00	00:00:00	00:00:00	0.38
Date: 10-05-2023 Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	35	15	5.71	66.67	65	00:00:00	0	0	00:00:22	00:00:42	00:00:26	4.38
Emergency Dept	40	8	0	87.5	52	00:00:00	9	6	00:08:22	00:00:00	00:00:00	5
Maternity Ward	14	0	0	0	64	00:00:00	2	2	00:00:00	00:00:00	00:00:00	1.75
Date: 11-05-2023 Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	6	1	33.33	100	19	00:00:00	0	2	00:00:08	00:01:47	00:01:25	0.75
Emergency Dept	24	10	0	50	47	00:00:00	4	0	00:13:18	00:00:00	00:00:00	3
Maternity Ward	14	2	14.29	50	51	00:00:00	2	4	00:00:54	00:22:44	00:15:55	1.75

Date: 12-05-2023

Emergency Dept 8 4 0 75 12 00.00.00 4 0 00.00.56 00.00.00 0.00.00 1 Maternity Ward 6 0 0 50 0 14 00.00.00 0 0 4 00.00.00 0 00.00.00 0.00.00 0 0.00.00 0 0.00.0	Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queu by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Date: 16-05-2023 Date: 16-05	Emergency Dept	8	4	0	75	12	00:00:00	4	0	00:00:56	00:00:00	00:00:00	1
Date: 16-05-2023 Continue Congest Wait Time Congest Wait Ti	Maternity Ward	6	0	50	0	14	00:00:00	0	4	00:00:00	00:09:54	00:05:28	0.75
Total calls	Main IVR	4	0	0	0	0	00:00:00	0	0	00:00:00	00:00:00	00:00:00	0.5
Cardiology 2 0 0 0 16 00:00:00 0 00:00:00 00:00:00 0.25 Emergency Dept 28 13 0 92.31 25 00:00:00 7 0 00:01:08 00:00:00 00:00:00 3.5 Maternity Ward 12 0 41.67 0 29 00:00:00 0 7 00:00:00 00:18:15 00:05:59 1.5 Date: 17-05-2023 Queue Name Queue Name	Date: 16-05-2023												
Emergency Dept 28 13 0 92.31 25 00:00:00 7 0 00:01:08 00:00:00 00:00:00 3.5 Maternity Ward 12 0 41.67 0 29 00:00:00 0 7 00:00:00 Part: 17-05-2023 Avg. Hold Time beforeAbandoning by ACD Agents Avg. Calls Av	Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Maternity Mard Total calls Offered Total calls Offered Total calls Avg. Hold Time Longest Wait Time	Cardiology	2	0	0	0	16	00:00:00	0	0	00:00:00	00:00:00	00:00:00	0.25
amen and a support of the support of	Emergency Dept	28	13	0	92.31	25	00:00:00	7	0	00:01:08	00:00:00	00:00:00	3.5
ababababababababababababababababababab	Maternity Ward	12	0	41.67	0	29	00:00:00	0	7	00:00:00	00:18:15	00:05:59	1.5
Cardiology 2 1 0 100 2 00:00:00 0 0 00:00:06 00:00:00 0.25		Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
	Cardiology	2	1	0	100	2	00:00:00	0	0	00:00:06	00:00:00	00:00:00	0.25

Date: 18-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	13	5	7.69	60	30	00:00:00	6	1	00:00:36	00:00:02	00:00:02	1.62
Maternity Ward	28	1	42.86	0	32	00:00:00	1	6	00:07:20	00:29:24	00:07:52	3.5
Date: 19-05-2023	0	o 	МБ.%	evel %) Agents	I Time	red by nts	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	it Time	(0
Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferre by ACD A	Longest V beforeAns	Longest V beforeAba	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	2	0	0	0	4	00:00:00	0	0	00:00:00	00:00:00	00:00:00	0.25
Maternity Ward	6	0	50	0	14	00:00:00	0	0	00:00:00	00:05:45	00:03:41	0.75
Date: 20-05-2023	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Queue Name	오·#	an To	Ĕ	Ň	ت	⋖	⊢⋖	$\vdash \circ$	2 0	۵ لــ	∢∢	ĄΔ
Queue Name Emergency Dept	2 5 4	2 D B	<u> </u>	<u>ග්</u> 100	10	00:00:00	2	0	م بـ 00:00:15	00:00:00	00:00:00	0.5

Date: 21-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	2	0	0	0	0	00:00:00	0	0	00:00:00	00:00:00	00:00:00	0.25
Emergency Dept	10	0	50	0	17	00:00:00	0	0	00:00:00	00:29:52	00:13:37	1.25
Priority	1	0	100	0	0	00:00:00	0	0	00:00:00	00:03:39	00:03:39	0.12
Date: 22-05-2023 Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	22	6	22.73	16.67	9	00:00:00	0	0	00:00:58	00:01:00	00:00:42	2.75
Date: 23-05-2023 Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	6	1	33.33	0	41	00:00:00	0	0	00:00:13	00:00:47	00:00:39	0.75
Emergency Dept	42	13	16.67	92.31	46	00:00:00	11	4	00:00:31	00:07:15	00:03:04	5.25
Maternity Ward	2	0	0	0	56	00:00:00	1	2	00:00:00	00:00:00	00:00:00	0.25

Date: 24-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	35	12	8.57	66.67	11	00:00:00	11	6	00:03:35	00:02:30	00:00:58	4.38
Maternity Ward	8	3	12.5	66.67	11	00:00:00	1	4	00:03:27	00:03:46	00:03:46	1
Date: 25-05-2023												
Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	4	0	25	0	32	00:00:00	0	0	00:00:00	00:00:07	00:00:07	0.5
Emergency Dept	48	20	8.33	60	53	00:00:00	0	0	00:15:03	00:29:53	00:16:39	6
Priority	1	0	100	0	32	00:00:00	0	0	00:00:00	00:27:51	00:27:51	0.12
Date : 26-05-2023	Ø	8 T	%.QN	evel %	n Agents	d Time	rred by ints	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	it Time	ω
Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transfern by ACD A	Longest \	Longest V beforeAba	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	12	5	8.33	60	14	00:00:00	0	0	00:10:44	00:29:52	00:29:52	1.5

Date: 27-05-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	34	17	0	76.47	10	00:00:00	0	0	00:04:11	00:00:00	00:00:00	4.25
Date: 30-05-2023												
Queue Name	Total calls offered	Total calls answered	Total ABND.%	Service Level %	Logged in Agents	Avg. Hold Time	Trasnsferred by ACD Agents	Transferred to Queue by ACD Agents	Longest Wait Time beforeAnswered	Longest Wait Time beforeAbandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	21	9	4.76	88.89	19	00:00:00	7	2	00:00:37	00:00:08	00:00:08	2.62

00:00:00

3

8

00:05:50

00:00:00

00:00:00

1.38

Maternity Ward

11

3

0

66.67

23