



Agent Overview Report

Date From: 5-8-2023 To: 5-14-2023

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

Printed on: 5-14-2023 at 01:21:39

Date: 5-8-2023 **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	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	04:34:10
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	05:17:54
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	09:52:04

Date: 5-8-2023 **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
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: 5-8-2023 **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	00:00:08	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
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	00:00:08	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: 5-8-2023 **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	04:34:07
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	05:17:54
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	09:52:01

Date: 5-9-2023 **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	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: 5-9-2023 **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
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	04:49:49
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	04:49:49

Date: 5-9-2023 **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	3	00:03:52	00:00:00	00:00:00	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	00:00:08	04:49:49
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	00:03:52	00:00:00	00:00:00	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	00:00:08	04:49:49

Date: 5-9-2023 **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: 5-10-2023 **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	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	05:55:26
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	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	02:23:48
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	08:19:14

Date: 5-10-2023 **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
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	17	00:03:58	00:00:00	00:00:13	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:41	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	17	00:03:58	00:00:00	00:00:13	0	0	00:00:00	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	00:00:41	02:41:10

Date: 5-10-2023 **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	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: 5-10-2023 **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	05:55:26
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: 5-11-2023 **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	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	00:01:25	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	00:00:05	01:09:11
Total	1	00:01:25	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	00:00:05	01:09:11

Date: 5-11-2023 **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
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	05:44:46
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	05:44:46

Date: 5-11-2023 **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	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	05:44:46
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	05:44:46

Date: 5-11-2023 **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	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

Date: 5-12-2023 **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	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: 5-12-2023 **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
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: 5-12-2023

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	01:32:48
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: 5-12-2023

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