



DEKRA Queue Analysis 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 19:17:46

Queue Number	Queue Name	Total Calls	Total Answered	ABND. Calls	ABND. Over 10 Secs	Calls Not Accepted
801041	Emergency Dept	255	226	29	25	0
801042	Cardiology	130	91	39	29	12
801048	Maternity Ward	40	12	28	28	0
801043	Priority	3	0	3	2	0
801044	Main IVR	0	0	0	0	0
	Total	428	329	99	84	12