



## Queue Report - SLA Performance

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

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

Printed on: 5-26-2023 at 17:50:23

**Date: 5-16-2023**

Queue Name	Calls Answered	Calls Answered Within SLA	Calls Answered Outside SLA
Cardiology	8	1	0
Emergency Dept	55	17	3
Maternity Ward	51	0	2
Total	51	0	2

**Date: 5-21-2023**

Queue Name	Calls Answered	Calls Answered Within SLA	Calls Answered Outside SLA
Priority	1	0	0
Total	1	0	0