



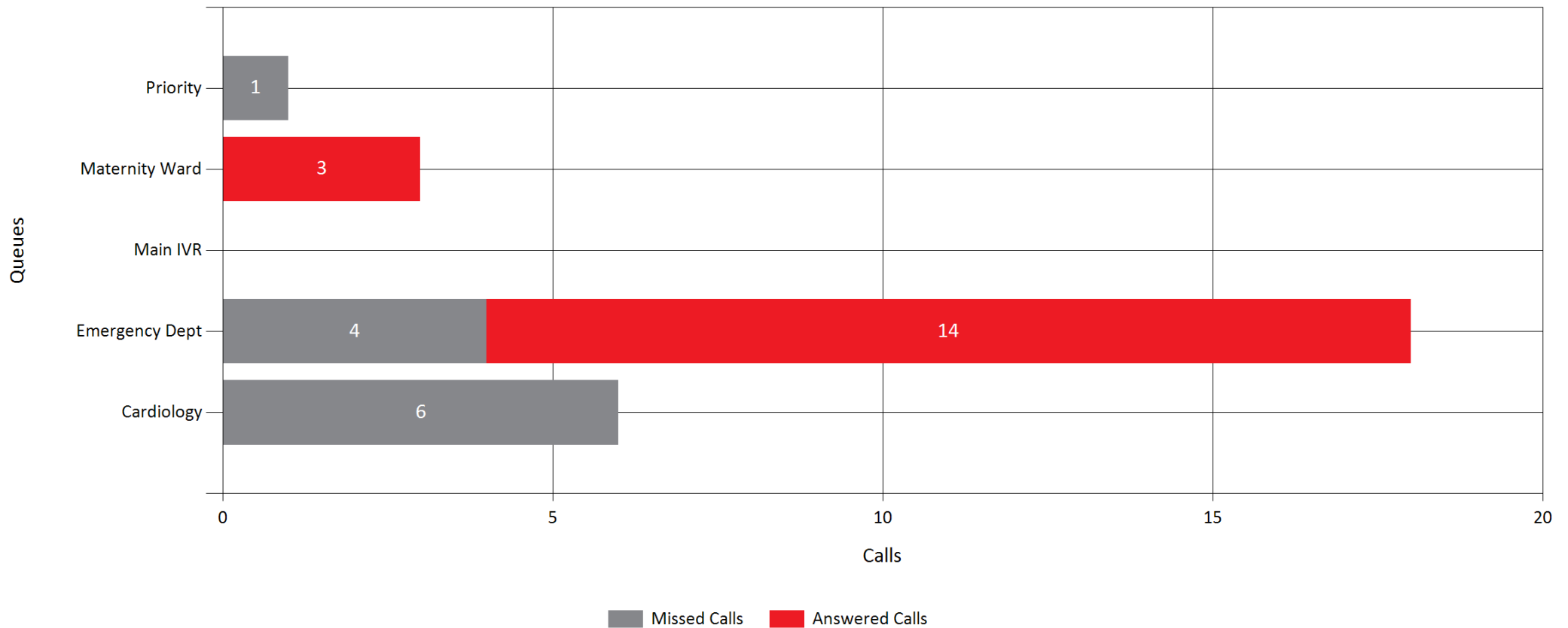
Queue Report - Answered vs Abandon

Date From: 5-29-2023 To: 6-4-2023

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

Printed on: 6-6-2023 at 10:49:16

Queues Overview Calls



Answered Calls

Missed Calls

Queue Name	Total	Total Duration	Avg. Call Duration	Avg. Wait Time	Abandoned Calls	Avg. Wait Time	Total Calls
Cardiology	0	00:00:00	00:00:00	00:00:00	6	00:00:10	6
Emergency Dept	14	00:09:16	00:00:40	00:00:28	4	00:00:24	18
Main IVR	0	00:00:00	00:00:00	00:00:00	0	00:00:00	0
Maternity Ward	3	00:21:45	00:07:15	00:02:03	0	00:00:00	3
Priority	0	00:00:00	00:00:00	00:00:00	1	00:00:03	1
Total	17	00:31:01	00:01:49	00:00:44	11	00:00:14	28