



## Queue Report - Operational Overview

Date From: 01-05-2023 To: 29-05-2023

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

Printed on: 29-05-2023 at 19:18:14

Queue Name	Total Calls Answered	Answer Call %	Avg. ACD Time	ABND. Calls	ABND. %	Avg. ABND. Time	Total Calls	Avg. Wait Time	Overflowed into Queue	Overflowed out	AVG. Speed Ans	Service Level %	Max Delay	ACD Time %
Emergency Dept	226	88.63	00:01:32	29	11.37	00:06:50	255	00:00:42	0	25	00:00:04	81.42	00:29:53	9.34
Cardiology	91	70	00:00:13	39	30	00:00:34	130	00:00:08	0	2	00:00:05	80.22	00:06:55	0.59
Maternity Ward	12	30	00:01:57	28	70	00:06:49	40	00:02:52	0	12	00:00:21	33.33	00:29:24	0.63
Priority	0	0	00:00:00	3	100	00:10:31	3	00:00:00	2	0	00:00:00	0	00:27:51	0
Main IVR	0	0	00:00:00	0	0	00:00:00	0	00:00:00	0	0	00:00:00	0	00:00:01	0
Total	329	76.87	00:00:44	99	23.13	00:04:56	428	00:00:44	2	39	00:00:06	79.33	00:29:53	2.72