



Queue Report - Daily Operational Overview

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

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

Printed on: 5-26-2023 at 17:12:02

Date: 5-16-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	2	0	0	0	0	16	00:00:00	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0.25
Emergency Dept	28	13	0	0	92.31	25	00:00:00	7	0	00:00:09	00:01:08	00:00:00	00:00:00	3.5
Maternity Ward	12	0	5	41.67	0	29	00:00:00	0	7	00:00:00	00:00:00	00:18:15	00:05:59	1.5

Date: 5-17-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	2	1	0	0	100	2	00:00:00	0	0	00:00:06	00:00:06	00:00:00	00:00:00	0.25

Date: 5-18-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	13	5	1	7.69	60	30	00:00:00	6	1	00:00:17	00:00:36	00:00:02	00:00:02	1.62
Maternity Ward	28	1	12	42.86	0	32	00:00:00	1	6	00:07:20	00:07:20	00:29:24	00:07:52	3.5

Date: 5-19-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	2	0	0	0	0	4	00:00:00	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0.25
Maternity Ward	6	0	3	50	0	14	00:00:00	0	0	00:00:00	00:00:00	00:05:45	00:03:41	0.75

Date: 5-20-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Emergency Dept	4	2	0	0	100	10	00:00:00	2	0	00:00:11	00:00:15	00:00:00	00:00:00	0.5
Maternity Ward	5	1	0	0	0	10	00:00:00	2	4	00:08:42	00:08:42	00:00:00	00:00:00	0.62

Date: 5-21-2023

Queue Name	Total calls offered	Total calls answered	Total ABND.	ABND. %	Service Level %	Logged in Agents	Avg. Hold Time	Transferred Out	Transfers In	AVG. Wait Time	Longest Wait Time before Answered	Longest Wait Time before Abandoning	AVG. Wait Time ABND.	Avg. Calls Per Hour
Cardiology	2	0	0	0	0	0	00:00:00	0	0	00:00:00	00:00:00	00:00:00	00:00:00	0.25
Emergency Dept	10	0	5	50	0	17	00:00:00	0	0	00:00:00	00:00:00	00:29:52	00:13:37	1.25
Priority	1	0	1	100	0	0	00:00:00	0	0	00:00:00	00:00:00	00:03:39	00:03:39	0.12