



Call Summary Report

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

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

Printed on: 5-25-2023 at 17:20:21

| | | | | | | | | | | Cardiology |
|--------|-------------|----------------------|----------------|-------------|----------------|----------------|-----------------|------------------|----------------------|----------------|
| Queues | Total Calls | Total Transferred In | Answered Calls | ABND. Calls | ABND. Calls(%) | Avg. Wait Time | Longest Waiting | Shortest Waiting | Avg Logged-In Agents | |
| 1 | 0 | 1 | 0 | 0 | 00:00:06 | 00:00:06 | 00:00:06 | 0 | 3 | Emergency Dept |
| 26 | 0 | 20 | 6 | 23 | 00:02:46 | 00:29:52 | 00:00:02 | 0 | 2 | Maternity Ward |
| 22 | 0 | 2 | 20 | 91 | 00:06:53 | 00:29:24 | 00:00:11 | 0 | 2 | Priority |
| 1 | 0 | 0 | 1 | 100 | 00:03:39 | 00:03:39 | 00:03:39 | 0 | 3 | Total |