



Call Summary Report

Date From: 01-03-2023 To: 31-03-2023

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

Printed on: 17-04-2023 at 14:39:46

Queues	Total Calls	Total Transferred In	Answered Calls	ABND. Calls	ABND. Calls(%)	Avg. Wait Time	Longest Waiting	Shortest Waiting	Calls Directed to Voicemail	Avg Logged-In Agents
Cardiology	82	0	39	43	52	00:00:23	00:01:51	00:00:02	0	3
Emergency Dept	1	0	0	1	100	00:00:50	00:00:50	00:00:50	0	8
Maternity Ward	8	0	0	8	100	00:01:21	00:03:03	00:00:06	0	8
Priority	4	0	3	1	25	00:00:22	00:00:38	00:00:09	0	23
Total	95	0	42	53	69	00:00:44	00:03:03	00:00:02	0	5