Queue Report - Itemized Reason for Call

Date From: 01-05-2023 To: 31-05-2023

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

Printed on: 01-06-2023 at 12:01:55

Cardiology	Code	Instances	Date/Time	Caller Number	Agent
Asset Management - gas services	RC004	1			
Report a repair	RC004-01	1	02-05-2023 15:48:47	1102	Abdul Rehman

Cardiology	Code	Instances	Date/Time	Caller Number	Agent
Asset Management - gas services	RC004	1			
Report a repair	RC004-01	1	02-05-2023 15:48:47	1102	Abdul Rehman
Asset Management - major works	RC005	1			
No Sub Reason selected	N/A	1	02-05-2023 15:53:57	1102	801002 801002

Cardiology	Code	Instances	Date/Time	Caller Number	Agent
Asset Management - gas services	RC004	1			
Report a repair	RC004-01	1	02-05-2023 15:48:47	1102	Abdul Rehman
Asset Management - major works	RC005	1			
No Sub Reason selected	N/A	1	02-05-2023 15:53:57	1102	801002 801002
Asset Management - repairs L Daniels	RC002	6			
Chase missed appointment	RC002-03	1	10-05-2023 18:58:15	1106	801002 801002
No Sub Reason selected	N/A	4	08-05-2023 15:09:35	1106	801002 801002
			11-05-2023 16:52:05	1106	Mamoon Remote
			02-05-2023 15:47:44	1102	Abdul Rehman
			02-05-2023 17:00:25	2312	Mamoon Remote
Report a repair	RC002-01	1	10-05-2023 17:02:59	1106	Mamoon Remote

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Asset Management - major works	RC005	1			
No Sub Reason selected	N/A	1	02-05-2023 15:53:57	1102	801002 801002
Asset Management - repairs L Daniels	RC002	6			
Chase missed appointment	RC002-03	1	10-05-2023 18:58:15	1106	801002 801002

No Sub Reason selected	N/A	4	08-05-2023 15:09:35	1106	801002 801002
			11-05-2023 16:52:05	1106	Mamoon Remote
			02-05-2023 15:47:44	1102	Abdul Rehman
			02-05-2023 17:00:25	2312	Mamoon Remote
Report a repair	RC002-01	1	10-05-2023 17:02:59	1106	Mamoon Remote
Asset Management - repairs not L Daniels	RC003	1			
No Sub Reason selected	N/A	1	10-05-2023 17:19:01	1106	801002 801002

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Asset Management - major works	RC005	1			
No Sub Reason selected	N/A	1	02-05-2023 15:53:57	1102	801002 801002
Asset Management - repairs L Daniels	RC002	6			
Chase missed appointment	RC002-03	1	10-05-2023 18:58:15	1106	801002 801002
No Sub Reason selected	N/A	4	08-05-2023 15:09:35	1106	801002 801002
			11-05-2023 16:52:05	1106	Mamoon Remote
			02-05-2023 15:47:44	1102	Abdul Rehman
			02-05-2023 17:00:25	2312	Mamoon Remote
Report a repair	RC002-01	1	10-05-2023 17:02:59	1106	Mamoon Remote
Asset Management - repairs not L Daniels	RC003	1			
No Sub Reason selected	N/A	1	10-05-2023 17:19:01	1106	801002 801002
Communal services	RC012	1			
No Sub Reason selected	N/A	1	02-05-2023 15:57:16	1102	801002 801002

Cardiology	Code	Instances	Date/Time	Caller Number	Agent
Asset Management - gas services	RC004	1			
Report a repair	RC004-01	1	02-05-2023 15:48:47	1102	Abdul Rehman
Asset Management - major works	RC005	1			
No Sub Reason selected	N/A	1	02-05-2023 15:53:57	1102	801002 801002
Asset Management - repairs L Daniels	RC002	6			
Chase missed appointment	RC002-03	1	10-05-2023 18:58:15	1106	801002 801002
No Sub Reason selected	N/A	4	08-05-2023 15:09:35	1106	801002 801002
			11-05-2023 16:52:05	1106	Mamoon Remote
			02-05-2023 15:47:44	1102	Abdul Rehman
			02-05-2023 17:00:25	2312	Mamoon Remote
Report a repair	RC002-01	1	10-05-2023 17:02:59	1106	Mamoon Remote
Asset Management - repairs not L Daniels	RC003	1			
No Sub Reason selected	N/A	1	10-05-2023 17:19:01	1106	801002 801002

Communal services	RC012	1			
No Sub Reason selected	N/A	1	02-05-2023 15:57:16	1102	801002 801002
Housing waiting list	**RC007**	**2**			
Information on BCC waiting list	RC007-03	1	02-05-2023 15:55:11	1102	801002 801002
Request for a form for waiting list	RC007-02	1	02-05-2023 17:01:05	2312	Mamoon Remote

Cardiology	Code	Instances	Date/Time	Caller Number	Agent
Asset Management - gas services	**RC004**	**1**			
Report a repair	RC004-01	1	02-05-2023 15:48:47	1102	Abdul Rehman
Asset Management - major works	**RC005**	**1**			
No Sub Reason selected	N/A	1	02-05-2023 15:53:57	1102	801002 801002
Asset Management - repairs L Daniels	**RC002**	**6**			
Chase missed appointment	RC002-03	1	10-05-2023 18:58:15	1106	801002 801002
No Sub Reason selected	N/A	4	08-05-2023 15:09:35	1106	801002 801002
			11-05-2023 16:52:05	1106	Mamoon Remote
			02-05-2023 15:47:44	1102	Abdul Rehman
			02-05-2023 17:00:25	2312	Mamoon Remote
Report a repair	RC002-01	1	10-05-2023 17:02:59	1106	Mamoon Remote
Asset Management - repairs not L Daniels	**RC003**	**1**			
No Sub Reason selected	N/A	1	10-05-2023 17:19:01	1106	801002 801002
Communal services	**RC012**	**1**			
No Sub Reason selected	N/A	1	02-05-2023 15:57:16	1102	801002 801002
Housing waiting list	**RC007**	**2**			
Information on BCC waiting list	RC007-03	1	02-05-2023 15:55:11	1102	801002 801002
Request for a form for waiting list	RC007-02	1	02-05-2023 17:01:05	2312	Mamoon Remote
Income	**RC001**	**2**			
No Sub Reason selected	N/A	2	02-05-2023 15:27:13	2312	801002 801002
			17-05-2023 10:20:23	1003	801002 801002

Cardiology	Code	Instances	Date/Time	Caller Number	Agent
Asset Management - gas services	**RC004**	**1**			
Report a repair	RC004-01	1	02-05-2023 15:48:47	1102	Abdul Rehman
Asset Management - major works	**RC005**	**1**			
No Sub Reason selected	N/A	1	02-05-2023 15:53:57	1102	801002 801002
Asset Management - repairs L Daniels	**RC002**	**6**			
Chase missed appointment	RC002-03	1	10-05-2023 18:58:15	1106	801002 801002
No Sub Reason selected	N/A	4	08-05-2023 15:09:35	1106	801002 801002
			11-05-2023 16:52:05	1106	Mamoon Remote
			02-05-2023 15:47:44	1102	Abdul Rehman
			02-05-2023 17:00:25	2312	Mamoon Remote

	Code	Instances	Date/Time	Caller Number	Agent
Report a repair	RC002-01	1	10-05-2023 17:02:59	1106	Mamoon Remote
Asset Management - repairs not L Daniels	RC003	1			
No Sub Reason selected	N/A	1	10-05-2023 17:19:01	1106	801002 801002
Communal services	RC012	1			
No Sub Reason selected	N/A	1	02-05-2023 15:57:16	1102	801002 801002
Housing waiting list	RC007	2			
Information on BCC waiting list	RC007-03	1	02-05-2023 15:55:11	1102	801002 801002
Request for a form for waiting list	RC007-02	1	02-05-2023 17:01:05	2312	Mamoon Remote
Income	RC001	2			
No Sub Reason selected	N/A	2	02-05-2023 15:27:13	2312	801002 801002
			17-05-2023 10:20:23	1003	801002 801002
Lettings process	RC008	1			
No Sub Reason selected	N/A	1	02-05-2023 15:58:26	1102	801002 801002

Cardiology	Code	Instances	Date/Time	Caller Number	Agent
Asset Management - gas services	RC004	1			
Report a repair	RC004-01	1	02-05-2023 15:48:47	1102	Abdul Rehman
Asset Management - major works	RC005	1			
No Sub Reason selected	N/A	1	02-05-2023 15:53:57	1102	801002 801002
Asset Management - repairs L Daniels	RC002	6			
Chase missed appointment	RC002-03	1	10-05-2023 18:58:15	1106	801002 801002
No Sub Reason selected	N/A	4	08-05-2023 15:09:35	1106	801002 801002
			11-05-2023 16:52:05	1106	Mamoon Remote
			02-05-2023 15:47:44	1102	Abdul Rehman
			02-05-2023 17:00:25	2312	Mamoon Remote
Report a repair	RC002-01	1	10-05-2023 17:02:59	1106	Mamoon Remote
Asset Management - repairs not L Daniels	RC003	1			
No Sub Reason selected	N/A	1	10-05-2023 17:19:01	1106	801002 801002
Communal services	RC012	1			
No Sub Reason selected	N/A	1	02-05-2023 15:57:16	1102	801002 801002
Housing waiting list	RC007	2			
Information on BCC waiting list	RC007-03	1	02-05-2023 15:55:11	1102	801002 801002
Request for a form for waiting list	RC007-02	1	02-05-2023 17:01:05	2312	Mamoon Remote
Income	RC001	2			
No Sub Reason selected	N/A	2	02-05-2023 15:27:13	2312	801002 801002
			17-05-2023 10:20:23	1003	801002 801002
Lettings process	RC008	1			
No Sub Reason selected	N/A	1	02-05-2023 15:58:26	1102	801002 801002
No Primary Reason selected	N/A	58			
No Sub Reason selected	N/A	58	03-05-2023 15:24:05	1003	Mamoon Remote

Date/Time	Code	Name
10-05-2023 21:15:31	1003	Mamoon Remote
05-05-2023 16:58:17	1003	Mamoon Remote
22-05-2023 19:12:16	1003	801002 801002
08-05-2023 12:15:10	1003	Mamoon Remote
02-05-2023 15:44:41	2312	Abdul Rehman
10-05-2023 17:07:01	1106	Mamoon Remote
02-05-2023 16:58:56	2312	Mamoon Remote
10-05-2023 18:48:28	1106	801002 801002
03-05-2023 16:13:23	1003	Abdul Rehman
02-05-2023 15:03:12	2312	801002 801002
05-05-2023 18:34:19	1003	Mamoon Remote
02-05-2023 15:28:36	1102	801002 801002
22-05-2023 19:35:04	1003	801002 801002
08-05-2023 12:23:32	1003	
08-05-2023 15:46:55	1003	801002 801002
10-05-2023 17:17:17	1106	801002 801002
02-05-2023 16:59:27	2312	Mamoon Remote
03-05-2023 16:56:30	1003	
02-05-2023 15:03:55	2312	801002 801002
05-05-2023 18:47:18	1003	
02-05-2023 15:29:10	1102	801002 801002
22-05-2023 20:16:51	1003	801002 801002
08-05-2023 12:31:22	1003	Mamoon Remote
08-05-2023 19:08:59	1003	801002 801002
02-05-2023 15:55:50	1102	801002 801002
10-05-2023 20:06:58	1003	Mamoon Remote
03-05-2023 19:14:10	1003	Mamoon Remote
02-05-2023 15:06:12	2312	801002 801002
22-05-2023 18:27:56	1003	801002 801002
05-05-2023 19:03:48	1003	
02-05-2023 15:35:07	1102	Abdul Rehman
23-05-2023 12:56:22	1003	Mamoon Remote
08-05-2023 12:33:47	1003	Mamoon Remote
02-05-2023 15:50:25	1102	Abdul Rehman
10-05-2023 11:27:32	1003	801002 801002
02-05-2023 15:56:25	1102	801002 801002
10-05-2023 17:31:44	1106	Mamoon Remote
10-05-2023 20:11:38	1003	Mamoon Remote
05-05-2023 13:08:24	1003	Mamoon Remote
02-05-2023 15:07:51	2312	801002 801002
22-05-2023 19:02:00	1003	801002 801002
08-05-2023 10:56:21	1003	Mamoon Remote

02-05-2023 15:37:06	1102	Abdul Rehman
08-05-2023 12:38:10	1003	Mamoon Remote
02-05-2023 15:51:47	1102	Abdul Rehman
10-05-2023 16:47:39	1003	801002 801002
10-05-2023 18:42:54	1106	801002 801002
02-05-2023 17:02:03	2312	Mamoon Remote
10-05-2023 20:14:31	1003	
05-05-2023 13:19:29	1003	Mamoon Remote
02-05-2023 15:25:43	2312	801002 801002
22-05-2023 19:02:54	1003	801002 801002
08-05-2023 12:05:52	1003	Mamoon Remote
02-05-2023 15:38:50	1102	Abdul Rehman
08-05-2023 15:08:59	1106	Mamoon Remote
02-05-2023 15:53:14	1102	801002 801002
10-05-2023 18:46:40	1106	801002 801002