

## **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 Rehmar
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 Rehma
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 Rehma
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 Rehma
			02-05-2023 17:00:25	2312	Mamoon Remote
Report a repair	RC002-01	1	10-05-2023 17:02:59	1106	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 Rehma
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 02-05-2023 17:00:25	1102 2312	Abdul Rehman 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
Ca	rdiology	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 02-05-2023 17:00:25	1102 2312	Abdul Rehman 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
Ca	ırdiology	Code	Instances	Date/Time	Caller Number	Agent
_	Asset Management - gas	RC004	1			
	services					
	Report a repair  Asset Management - major	RC004-01	1	02-05-2023 15:48:47	1102	Abdul Rehman
	works  No Sub Reason selected	RC005 N/A	1	02-05-2023 15:53:57	1102	801002
	Asset Management - repairs L	RC002	6			801002
	Daniels Chase missed appointment	RC002 RC002-03	1	10-05-2023 18:58:15	1106	801002
	No Sub Reason selected	N/A	4	08-05-2023 15:09:35	1106	801002 801002 801002
	No out Nouson solected	14/7	4	11-05-2023 16:52:05	1106	801002 Mamoon
						Remote
				02-05-2023 15:47:44 02-05-2023 17:00:25	1102 2312	Abdul Rehman 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 No Sub Reason selected	RC012 N/A	<b>1</b>	02-05-2023 15:57:16	1102	801002 801002
Housing waiting list Information on BCC waiting list	RC007 RC007-03	<b>2</b> 1	02-05-2023 15:55:11	1102	801002
Request for a form for waiting list	RC007-02	1	02-05-2023 17:01:05	2312	801002 Mamoon Remote
ardiology	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			00.002
Chase missed appointment	RC002-03	1	10-05-2023 18:58:15	1106	801002
No Sub Reason selected	N/A	4	08-05-2023 15:09:35	1106	801002 801002
			11-05-2023 16:52:05	1106	801002 Mamoon Remote
			02-05-2023 15:47:44	1102	Abdul Rehmar
			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			00.002
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
			17-05-2023 10:20:23	1003	801002 801002
					801002
ardiology	Code	Instances	Date/Time	Caller Number	Agent
Asset Management - gas services					
SCI VICES	RC004	1			
Report a repair	RC004 RC004-01	1	02-05-2023 15:48:47	1102	Abdul Rehmar
Report a repair  Asset Management - major			02-05-2023 15:48:47	1102	Abdul Rehmar
Report a repair	RC004-01	1	02-05-2023 15:48:47 02-05-2023 15:53:57	1102	801002
Report a repair  Asset Management - major works No Sub Reason selected  Asset Management - repairs L	RC004-01 RC005	1 <b>1</b>			
Report a repair  Asset Management - major works  No Sub Reason selected	RC004-01 RC005 N/A	1 1 1			801002 801002 801002
Report a repair  Asset Management - major works  No Sub Reason selected  Asset Management - repairs L Daniels	RC004-01 RC005 N/A RC002	1 1 1	02-05-2023 15:53:57	1102	801002 801002 801002 801002 801002
Report a repair  Asset Management - major works  No Sub Reason selected  Asset Management - repairs L Daniels Chase missed appointment	RC004-01 RC005 N/A RC002 RC002-03	1 1 1 6	02-05-2023 15:53:57 10-05-2023 18:58:15	1102	801002 801002 801002

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 Information on BCC waiting list	RC007 RC007-03	2	02-05-2023 15:55:11	1102	801002
	Request for a form for waiting list	RC007-03	1	02-05-2023 17:01:05	2312	801002 Mamoon
				02 00 2020 17.01.00	2012	Remote
	Income  No Sub Reason selected	RC001 N/A	<b>2</b> 2	02-05-2023 15:27:13	2312	801002
				17-05-2023 10:20:23	1003	801002 801002
	Lettings process	BC000	1			801002
	No Sub Reason selected	RC008 N/A	<b>1</b> 1	02-05-2023 15:58:26	1102	801002 801002
						001002
Ca	rdiology	Code	Instances	Date/Time	Caller Number	Agent
	Asset Management - gas	RC004	1			
	services 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			001002
	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 Information on BCC waiting list	RC007 RC007-03	2	02-05-2023 15:55:11	1102	801002
	Request for a form for waiting list	RC007-03	1	02-05-2023 17:01:05	2312	801002 801002 Mamoon
		RC007-02	I	02-05-2023 17.01.05	2312	Remote
	Income  No Sub Reason selected	RC001 N/A	<b>2</b> 2	02-05-2023 15:27:13	2312	801002
				17-05-2023 10:20:23	1003	801002 801002
	Lettings process	DCCCC	4			801002
	No Sub Reason selected	RC008 N/A	<b>1</b> 1	02-05-2023 15:58:26	1102	801002
	No Primary Reason selected	N/A	58			801002
	No Sub Reason selected	N/A	58	03-05-2023 15:24:05	1003	Mamoon Remote

1	10-05-2023 21:15:31	1003	Mamoon Remote
(	05-05-2023 16:58:17	1003	Mamoon Remote
2	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
1	10-05-2023 17:07:01	1106	Mamoon Remote
(	)2-05-2023 16:58:56	2312	Mamoon Remote
1	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
(	)2-05-2023 15:28:36	1102	801002 801002
2	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
1	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	004000
(	02-05-2023 15:29:10	1102	801002 801002
2	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
1	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
2	22-05-2023 18:27:56	1003	801002 801002
(	05-05-2023 19:03:48	1003	001002
(	02-05-2023 15:35:07	1102	Abdul Rehman
2	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
1	10-05-2023 11:27:32	1003	801002 801002
(	)2-05-2023 15:56:25	1102	801002 801002
1	10-05-2023 17:31:44	1106	Mamoon Remote
1	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
2	22-05-2023 19:02:00	1003	801002 801002
(	08-05-2023 10:56:21	1003	Mamoon Remote
			<del></del>

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