



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 11:35:00

| Cardiology | Code | Instances | Duration | Date/Time | Caller Number | Agent |
|--|----------|-----------|----------|---------------------|---------------|--------------|
| Asset Management - gas services | RC004 | 1 | 00:00:10 | | | |
| Report a repair | RC004-01 | 1 | 00:00:10 | | | |
| | | | 00:00:10 | 02-05-2023 15:48:47 | 1102 | Abdul Rehman |

| Cardiology | Code | Instances | Duration | Date/Time | Caller Number | Agent |
|--|----------|-----------|----------|---------------------|---------------|---------------|
| Asset Management - gas services | RC004 | 1 | 00:00:10 | | | |
| Report a repair | RC004-01 | 1 | 00:00:10 | | | |
| | | | 00:00:10 | 02-05-2023 15:48:47 | 1102 | Abdul Rehman |
| Asset Management - major works | RC005 | 1 | 00:00:07 | | | |
| No Sub Reason selected | N/A | 1 | 00:00:07 | | | |
| | | | 00:00:07 | 02-05-2023 15:53:57 | 1102 | 801002 801002 |

| Cardiology | Code | Instances | Duration | Date/Time | Caller Number | Agent |
|---|----------|-----------|----------|---------------------|---------------|---------------|
| Asset Management - gas services | RC004 | 1 | 00:00:10 | | | |
| Report a repair | RC004-01 | 1 | 00:00:10 | | | |
| | | | 00:00:10 | 02-05-2023 15:48:47 | 1102 | Abdul Rehman |
| Asset Management - major works | RC005 | 1 | 00:00:07 | | | |
| No Sub Reason selected | N/A | 1 | 00:00:07 | | | |
| | | | 00:00:07 | 02-05-2023 15:53:57 | 1102 | 801002 801002 |
| Asset Management - repairs L Daniels | RC002 | 6 | 00:01:26 | | | |
| Chase missed appointment | RC002-03 | 1 | 00:00:08 | | | |
| | | | 00:00:08 | 10-05-2023 18:58:15 | 1106 | 801002 801002 |
| No Sub Reason selected | N/A | 4 | 00:01:07 | | | |
| | | | 00:00:18 | 08-05-2023 15:09:35 | 1106 | 801002 801002 |

| | | | | | | |
|-----------------|----------|---|----------|---------------------|------|---------------|
| Report a repair | RC002-01 | 1 | 00:00:30 | 11-05-2023 16:52:05 | 1106 | Mamoon Remote |
| | | | 00:00:09 | 02-05-2023 15:47:44 | 1102 | Abdul Rehman |
| | | | 00:00:10 | 02-05-2023 17:00:25 | 2312 | Mamoon Remote |
| | | | 00:00:11 | | | |
| | | | 00:00:11 | 10-05-2023 17:02:59 | 1106 | Mamoon Remote |

| Cardiology | Code | Instances | Duration | Date/Time | Caller Number | Agent |
|---|----------|-----------|----------|---------------------|---------------|---------------|
| Asset Management - gas services | RC004 | 1 | 00:00:10 | | | |
| Report a repair | RC004-01 | 1 | 00:00:10 | | | |
| | | | 00:00:10 | 02-05-2023 15:48:47 | 1102 | Abdul Rehman |
| Asset Management - major works | RC005 | 1 | 00:00:07 | | | |
| No Sub Reason selected | N/A | 1 | 00:00:07 | | | |
| | | | 00:00:07 | 02-05-2023 15:53:57 | 1102 | 801002 801002 |
| Asset Management - repairs L Daniels | RC002 | 6 | 00:01:26 | | | |
| Chase missed appointment | RC002-03 | 1 | 00:00:08 | | | |
| | | | 00:00:08 | 10-05-2023 18:58:15 | 1106 | 801002 801002 |
| No Sub Reason selected | N/A | 4 | 00:01:07 | | | |
| | | | 00:00:18 | 08-05-2023 15:09:35 | 1106 | 801002 801002 |
| | | | 00:00:30 | 11-05-2023 16:52:05 | 1106 | Mamoon Remote |
| | | | 00:00:09 | 02-05-2023 15:47:44 | 1102 | Abdul Rehman |
| | | | 00:00:10 | 02-05-2023 17:00:25 | 2312 | Mamoon Remote |
| Report a repair | RC002-01 | 1 | 00:00:11 | | | |
| | | | 00:00:11 | 10-05-2023 17:02:59 | 1106 | Mamoon Remote |
| Asset Management - repairs not L Daniels | RC003 | 1 | 00:00:06 | | | |
| No Sub Reason selected | N/A | 1 | 00:00:06 | | | |
| | | | 00:00:06 | 10-05-2023 17:19:01 | 1106 | 801002 801002 |

| Cardiology | Code | Instances | Duration | Date/Time | Caller Number | Agent |
|---|----------|-----------|----------|---------------------|---------------|---------------|
| Asset Management - gas services | RC004 | 1 | 00:00:10 | | | |
| Report a repair | RC004-01 | 1 | 00:00:10 | | | |
| | | | 00:00:10 | 02-05-2023 15:48:47 | 1102 | Abdul Rehman |
| Asset Management - major works | RC005 | 1 | 00:00:07 | | | |
| No Sub Reason selected | N/A | 1 | 00:00:07 | | | |
| | | | 00:00:07 | 02-05-2023 15:53:57 | 1102 | 801002 801002 |
| Asset Management - repairs L Daniels | RC002 | 6 | 00:01:26 | | | |
| Chase missed appointment | RC002-03 | 1 | 00:00:08 | | | |
| | | | 00:00:08 | 10-05-2023 18:58:15 | 1106 | 801002 801002 |
| No Sub Reason selected | N/A | 4 | 00:01:07 | | | |
| | | | 00:00:18 | 08-05-2023 15:09:35 | 1106 | 801002 801002 |

| | | | 00:00:30 | 11-05-2023 16:52:05 | 1106 | Mamoon Remote |
|---|----------|-----------|----------|---------------------|---------------|---------------|
| | | | 00:00:09 | 02-05-2023 15:47:44 | 1102 | Abdul Rehman |
| | | | 00:00:10 | 02-05-2023 17:00:25 | 2312 | Mamoon Remote |
| Report a repair | RC002-01 | 1 | 00:00:11 | | | |
| | | | 00:00:11 | 10-05-2023 17:02:59 | 1106 | Mamoon Remote |
| Asset Management - repairs not L Daniels | RC003 | 1 | 00:00:06 | | | |
| No Sub Reason selected | N/A | 1 | 00:00:06 | | | |
| | | | 00:00:06 | 10-05-2023 17:19:01 | 1106 | 801002 801002 |
| Communal services | RC012 | 1 | 00:00:04 | | | |
| No Sub Reason selected | N/A | 1 | 00:00:04 | | | |
| | | | 00:00:04 | 02-05-2023 15:57:16 | 1102 | 801002 801002 |
| Cardiology | Code | Instances | Duration | Date/Time | Caller Number | Agent |
| Asset Management - gas services | RC004 | 1 | 00:00:10 | | | |
| Report a repair | RC004-01 | 1 | 00:00:10 | | | |
| | | | 00:00:10 | 02-05-2023 15:48:47 | 1102 | Abdul Rehman |
| Asset Management - major works | RC005 | 1 | 00:00:07 | | | |
| No Sub Reason selected | N/A | 1 | 00:00:07 | | | |
| | | | 00:00:07 | 02-05-2023 15:53:57 | 1102 | 801002 801002 |
| Asset Management - repairs L Daniels | RC002 | 6 | 00:01:26 | | | |
| Chase missed appointment | RC002-03 | 1 | 00:00:08 | | | |
| | | | 00:00:08 | 10-05-2023 18:58:15 | 1106 | 801002 801002 |
| No Sub Reason selected | N/A | 4 | 00:01:07 | | | |
| | | | 00:00:18 | 08-05-2023 15:09:35 | 1106 | 801002 801002 |
| | | | 00:00:30 | 11-05-2023 16:52:05 | 1106 | Mamoon Remote |
| | | | 00:00:09 | 02-05-2023 15:47:44 | 1102 | Abdul Rehman |
| | | | 00:00:10 | 02-05-2023 17:00:25 | 2312 | Mamoon Remote |
| Report a repair | RC002-01 | 1 | 00:00:11 | | | |
| | | | 00:00:11 | 10-05-2023 17:02:59 | 1106 | Mamoon Remote |
| Asset Management - repairs not L Daniels | RC003 | 1 | 00:00:06 | | | |
| No Sub Reason selected | N/A | 1 | 00:00:06 | | | |
| | | | 00:00:06 | 10-05-2023 17:19:01 | 1106 | 801002 801002 |
| Communal services | RC012 | 1 | 00:00:04 | | | |
| No Sub Reason selected | N/A | 1 | 00:00:04 | | | |
| | | | 00:00:04 | 02-05-2023 15:57:16 | 1102 | 801002 801002 |
| Housing waiting list | RC007 | 2 | 00:00:07 | | | |
| Information on BCC waiting list | RC007-03 | 1 | 00:00:03 | | | |
| | | | 00:00:03 | 02-05-2023 15:55:11 | 1102 | 801002 801002 |
| Request for a form for waiting list | RC007-02 | 1 | 00:00:04 | | | |
| | | | 00:00:04 | 02-05-2023 17:01:05 | 2312 | Mamoon Remote |

| Cardiology | Code | Instances | Duration | Date/Time | Caller Number | Agent |
|---|----------|-----------|----------|---------------------|---------------|---------------|
| Asset Management - gas services | RC004 | 1 | 00:00:10 | | | |
| Report a repair | RC004-01 | 1 | 00:00:10 | | | |
| | | | 00:00:10 | 02-05-2023 15:48:47 | 1102 | Abdul Rehman |
| Asset Management - major works | RC005 | 1 | 00:00:07 | | | |
| No Sub Reason selected | N/A | 1 | 00:00:07 | | | |
| | | | 00:00:07 | 02-05-2023 15:53:57 | 1102 | 801002 801002 |
| Asset Management - repairs L Daniels | RC002 | 6 | 00:01:26 | | | |
| Chase missed appointment | RC002-03 | 1 | 00:00:08 | | | |
| | | | 00:00:08 | 10-05-2023 18:58:15 | 1106 | 801002 801002 |
| No Sub Reason selected | N/A | 4 | 00:01:07 | | | |
| | | | 00:00:18 | 08-05-2023 15:09:35 | 1106 | 801002 801002 |
| | | | 00:00:30 | 11-05-2023 16:52:05 | 1106 | Mamoon Remote |
| | | | 00:00:09 | 02-05-2023 15:47:44 | 1102 | Abdul Rehman |
| | | | 00:00:10 | 02-05-2023 17:00:25 | 2312 | Mamoon Remote |
| Report a repair | RC002-01 | 1 | 00:00:11 | | | |
| | | | 00:00:11 | 10-05-2023 17:02:59 | 1106 | Mamoon Remote |
| Asset Management - repairs not L Daniels | RC003 | 1 | 00:00:06 | | | |
| No Sub Reason selected | N/A | 1 | 00:00:06 | | | |
| | | | 00:00:06 | 10-05-2023 17:19:01 | 1106 | 801002 801002 |
| Communal services | RC012 | 1 | 00:00:04 | | | |
| No Sub Reason selected | N/A | 1 | 00:00:04 | | | |
| | | | 00:00:04 | 02-05-2023 15:57:16 | 1102 | 801002 801002 |
| Housing waiting list | RC007 | 2 | 00:00:07 | | | |
| Information on BCC waiting list | RC007-03 | 1 | 00:00:03 | | | |
| | | | 00:00:03 | 02-05-2023 15:55:11 | 1102 | 801002 801002 |
| Request for a form for waiting list | RC007-02 | 1 | 00:00:04 | | | |
| | | | 00:00:04 | 02-05-2023 17:01:05 | 2312 | Mamoon Remote |
| Income | RC001 | 2 | 00:00:08 | | | |
| No Sub Reason selected | N/A | 2 | 00:00:08 | | | |
| | | | 00:00:02 | 02-05-2023 15:27:13 | 2312 | 801002 801002 |
| | | | 00:00:06 | 17-05-2023 10:20:23 | 1003 | 801002 801002 |

| Cardiology | Code | Instances | Duration | Date/Time | Caller Number | Agent |
|--|----------|-----------|----------|---------------------|---------------|---------------|
| Asset Management - gas services | RC004 | 1 | 00:00:10 | | | |
| Report a repair | RC004-01 | 1 | 00:00:10 | | | |
| | | | 00:00:10 | 02-05-2023 15:48:47 | 1102 | Abdul Rehman |
| Asset Management - major works | RC005 | 1 | 00:00:07 | | | |
| No Sub Reason selected | N/A | 1 | 00:00:07 | | | |
| | | | 00:00:07 | 02-05-2023 15:53:57 | 1102 | 801002 801002 |

| | | | | | | |
|---|----------|---|----------|---------------------|------|---------------|
| Asset Management - repairs L Daniels | RC002 | 6 | 00:01:26 | | | |
| Chase missed appointment | RC002-03 | 1 | 00:00:08 | | | |
| | | | 00:00:08 | 10-05-2023 18:58:15 | 1106 | 801002 801002 |
| No Sub Reason selected | N/A | 4 | 00:01:07 | | | |
| | | | 00:00:18 | 08-05-2023 15:09:35 | 1106 | 801002 801002 |
| | | | 00:00:30 | 11-05-2023 16:52:05 | 1106 | Mamoon Remote |
| | | | 00:00:09 | 02-05-2023 15:47:44 | 1102 | Abdul Rehman |
| | | | 00:00:10 | 02-05-2023 17:00:25 | 2312 | Mamoon Remote |
| Report a repair | RC002-01 | 1 | 00:00:11 | | | |
| | | | 00:00:11 | 10-05-2023 17:02:59 | 1106 | Mamoon Remote |
| Asset Management - repairs not L Daniels | RC003 | 1 | 00:00:06 | | | |
| No Sub Reason selected | N/A | 1 | 00:00:06 | | | |
| | | | 00:00:06 | 10-05-2023 17:19:01 | 1106 | 801002 801002 |
| Communal services | RC012 | 1 | 00:00:04 | | | |
| No Sub Reason selected | N/A | 1 | 00:00:04 | | | |
| | | | 00:00:04 | 02-05-2023 15:57:16 | 1102 | 801002 801002 |
| Housing waiting list | RC007 | 2 | 00:00:07 | | | |
| Information on BCC waiting list | RC007-03 | 1 | 00:00:03 | | | |
| | | | 00:00:03 | 02-05-2023 15:55:11 | 1102 | 801002 801002 |
| Request for a form for waiting list | RC007-02 | 1 | 00:00:04 | | | |
| | | | 00:00:04 | 02-05-2023 17:01:05 | 2312 | Mamoon Remote |
| Income | RC001 | 2 | 00:00:08 | | | |
| No Sub Reason selected | N/A | 2 | 00:00:08 | | | |
| | | | 00:00:02 | 02-05-2023 15:27:13 | 2312 | 801002 801002 |
| | | | 00:00:06 | 17-05-2023 10:20:23 | 1003 | 801002 801002 |
| Lettings process | RC008 | 1 | 00:00:03 | | | |
| No Sub Reason selected | N/A | 1 | 00:00:03 | | | |
| | | | 00:00:03 | 02-05-2023 15:58:26 | 1102 | 801002 801002 |

| Cardiology | Code | Instances | Duration | Date/Time | Caller Number | Agent |
|---|----------|-----------|----------|---------------------|---------------|---------------|
| Asset Management - gas services | RC004 | 1 | 00:00:10 | | | |
| Report a repair | RC004-01 | 1 | 00:00:10 | | | |
| | | | 00:00:10 | 02-05-2023 15:48:47 | 1102 | Abdul Rehman |
| Asset Management - major works | RC005 | 1 | 00:00:07 | | | |
| No Sub Reason selected | N/A | 1 | 00:00:07 | | | |
| | | | 00:00:07 | 02-05-2023 15:53:57 | 1102 | 801002 801002 |
| Asset Management - repairs L Daniels | RC002 | 6 | 00:01:26 | | | |
| Chase missed appointment | RC002-03 | 1 | 00:00:08 | | | |
| | | | 00:00:08 | 10-05-2023 18:58:15 | 1106 | 801002 801002 |
| No Sub Reason selected | N/A | 4 | 00:01:07 | | | |

| | | | | | | |
|---|----------|----|----------|---------------------|------|---------------|
| | | | 00:00:18 | 08-05-2023 15:09:35 | 1106 | 801002 801002 |
| | | | 00:00:30 | 11-05-2023 16:52:05 | 1106 | Mamoon Remote |
| | | | 00:00:09 | 02-05-2023 15:47:44 | 1102 | Abdul Rehman |
| | | | 00:00:10 | 02-05-2023 17:00:25 | 2312 | Mamoon Remote |
| Report a repair | RC002-01 | 1 | 00:00:11 | | | |
| | | | 00:00:11 | 10-05-2023 17:02:59 | 1106 | Mamoon Remote |
| Asset Management - repairs not L Daniels | RC003 | 1 | 00:00:06 | | | |
| No Sub Reason selected | N/A | 1 | 00:00:06 | | | |
| | | | 00:00:06 | 10-05-2023 17:19:01 | 1106 | 801002 801002 |
| Communal services | RC012 | 1 | 00:00:04 | | | |
| No Sub Reason selected | N/A | 1 | 00:00:04 | | | |
| | | | 00:00:04 | 02-05-2023 15:57:16 | 1102 | 801002 801002 |
| Housing waiting list | RC007 | 2 | 00:00:07 | | | |
| Information on BCC waiting list | RC007-03 | 1 | 00:00:03 | | | |
| | | | 00:00:03 | 02-05-2023 15:55:11 | 1102 | 801002 801002 |
| Request for a form for waiting list | RC007-02 | 1 | 00:00:04 | | | |
| | | | 00:00:04 | 02-05-2023 17:01:05 | 2312 | Mamoon Remote |
| Income | RC001 | 2 | 00:00:08 | | | |
| No Sub Reason selected | N/A | 2 | 00:00:08 | | | |
| | | | 00:00:02 | 02-05-2023 15:27:13 | 2312 | 801002 801002 |
| | | | 00:00:06 | 17-05-2023 10:20:23 | 1003 | 801002 801002 |
| Lettings process | RC008 | 1 | 00:00:03 | | | |
| No Sub Reason selected | N/A | 1 | 00:00:03 | | | |
| | | | 00:00:03 | 02-05-2023 15:58:26 | 1102 | 801002 801002 |
| No Primary Reason selected | N/A | 58 | 00:08:05 | | | |
| No Sub Reason selected | N/A | 58 | 00:08:05 | | | |
| | | | 00:00:09 | 03-05-2023 15:24:05 | 1003 | Mamoon Remote |
| | | | 00:00:02 | 10-05-2023 21:15:31 | 1003 | Mamoon Remote |
| | | | 00:00:06 | 05-05-2023 16:58:17 | 1003 | Mamoon Remote |
| | | | 00:00:00 | 22-05-2023 19:12:16 | 1003 | 801002 801002 |
| | | | 00:00:04 | 08-05-2023 12:15:10 | 1003 | Mamoon Remote |
| | | | 00:00:05 | 02-05-2023 15:44:41 | 2312 | Abdul Rehman |
| | | | 00:00:14 | 10-05-2023 17:07:01 | 1106 | Mamoon Remote |
| | | | 00:00:03 | 02-05-2023 16:58:56 | 2312 | Mamoon Remote |
| | | | 00:00:06 | 10-05-2023 18:48:28 | 1106 | 801002 801002 |
| | | | 00:01:01 | 03-05-2023 16:13:23 | 1003 | Abdul Rehman |
| | | | 00:00:05 | 02-05-2023 15:03:12 | 2312 | 801002 801002 |
| | | | 00:00:03 | 05-05-2023 18:34:19 | 1003 | Mamoon Remote |
| | | | 00:00:04 | 02-05-2023 15:28:36 | 1102 | 801002 801002 |
| | | | 00:00:02 | 22-05-2023 19:35:04 | 1003 | 801002 801002 |
| | | | 00:00:03 | 08-05-2023 12:23:32 | 1003 | |
| | | | 00:00:03 | 08-05-2023 15:46:55 | 1003 | 801002 801002 |
| | | | 00:00:09 | 10-05-2023 17:17:17 | 1106 | 801002 801002 |

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|----------|---------------------|------|---------------|
| 00:00:31 | 02-05-2023 16:59:27 | 2312 | Mamoon Remote |
| 00:00:06 | 03-05-2023 16:56:30 | 1003 | |
| 00:00:08 | 02-05-2023 15:03:55 | 2312 | 801002 801002 |
| 00:00:03 | 05-05-2023 18:47:18 | 1003 | |
| 00:00:03 | 02-05-2023 15:29:10 | 1102 | 801002 801002 |
| 00:00:01 | 22-05-2023 20:16:51 | 1003 | 801002 801002 |
| 00:00:04 | 08-05-2023 12:31:22 | 1003 | Mamoon Remote |
| 00:00:05 | 08-05-2023 19:08:59 | 1003 | 801002 801002 |
| 00:00:04 | 02-05-2023 15:55:50 | 1102 | 801002 801002 |
| 00:00:02 | 10-05-2023 20:06:58 | 1003 | Mamoon Remote |
| 00:00:06 | 03-05-2023 19:14:10 | 1003 | Mamoon Remote |
| 00:00:06 | 02-05-2023 15:06:12 | 2312 | 801002 801002 |
| 00:00:01 | 22-05-2023 18:27:56 | 1003 | 801002 801002 |
| 00:00:03 | 05-05-2023 19:03:48 | 1003 | |
| 00:00:33 | 02-05-2023 15:35:07 | 1102 | Abdul Rehman |
| 00:00:05 | 23-05-2023 12:56:22 | 1003 | Mamoon Remote |
| 00:00:06 | 08-05-2023 12:33:47 | 1003 | Mamoon Remote |
| 00:00:06 | 02-05-2023 15:50:25 | 1102 | Abdul Rehman |
| 00:00:43 | 10-05-2023 11:27:32 | 1003 | 801002 801002 |
| 00:00:03 | 02-05-2023 15:56:25 | 1102 | 801002 801002 |
| 00:00:06 | 10-05-2023 17:31:44 | 1106 | Mamoon Remote |
| 00:00:02 | 10-05-2023 20:11:38 | 1003 | Mamoon Remote |
| 00:00:11 | 05-05-2023 13:08:24 | 1003 | Mamoon Remote |
| 00:00:04 | 02-05-2023 15:07:51 | 2312 | 801002 801002 |
| 00:00:18 | 22-05-2023 19:02:00 | 1003 | 801002 801002 |
| 00:00:04 | 08-05-2023 10:56:21 | 1003 | Mamoon Remote |
| 00:00:06 | 02-05-2023 15:37:06 | 1102 | Abdul Rehman |
| 00:00:02 | 08-05-2023 12:38:10 | 1003 | Mamoon Remote |
| 00:00:19 | 02-05-2023 15:51:47 | 1102 | Abdul Rehman |
| 00:00:02 | 10-05-2023 16:47:39 | 1003 | 801002 801002 |
| 00:00:11 | 10-05-2023 18:42:54 | 1106 | 801002 801002 |
| 00:00:07 | 02-05-2023 17:02:03 | 2312 | Mamoon Remote |
| 00:00:11 | 10-05-2023 20:14:31 | 1003 | |
| 00:00:03 | 05-05-2023 13:19:29 | 1003 | Mamoon Remote |
| 00:00:11 | 02-05-2023 15:25:43 | 2312 | 801002 801002 |
| 00:00:15 | 22-05-2023 19:02:54 | 1003 | 801002 801002 |
| 00:00:04 | 08-05-2023 12:05:52 | 1003 | Mamoon Remote |
| 00:00:06 | 02-05-2023 15:38:50 | 1102 | Abdul Rehman |
| 00:00:09 | 08-05-2023 15:08:59 | 1106 | Mamoon Remote |
| 00:00:04 | 02-05-2023 15:53:14 | 1102 | 801002 801002 |
| 00:00:12 | 10-05-2023 18:46:40 | 1106 | 801002 801002 |