

Queue Report - Itemized Reason for Call

Code

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

						3
Asset Management - gas services Report a repair	RC004 RC004-01	1	00:00:10 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
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Asset Management - gas services	RC004	1	00:00:10			
		1		02-05-2023 15:48:47	1102	Abdul Rehman
	RC004	1 1	00:00:10 00:00:10	02-05-2023 15:48:47		_
Report a repair Asset Management - major works	RC004 RC004-01	1 1 1	00:00:10 00:00:10 00:00:10 00:00:07		1102	Abdul Rehman
Asset Management - major works No Sub Reason selected	RC004 RC004-01 RC005 N/A	1 1 1	00:00:10 00:00:10 00:00:10 00:00:07 00:00:07	02-05-2023 15:48:47 02-05-2023 15:53:57		Abdul Rehman
Asset Management - major works No Sub Reason selected Asset Management - repairs L Daniels	RC004 RC004-01 RC005 N/A	1 1 1 1	00:00:10 00:00:10 00:00:10 00:00:07 00:00:07 00:00:07 00:01:26		1102	_
Asset Management - major works No Sub Reason selected Asset Management - repairs L Daniels	RC004 RC004-01 RC005 N/A	1 1 1	00:00:10 00:00:10 00:00:10 00:00:07 00:00:07 00:00:07 00:01:26 00:00:08	02-05-2023 15:53:57	1102 1102	Abdul Rehman 801002 801002
Asset Management - major works No Sub Reason selected	RC004 RC004-01 RC005 N/A	1 1 1	00:00:10 00:00:10 00:00:10 00:00:07 00:00:07 00:00:07 00:01:26		1102	Abdul Rehman

Instances

Duration

Date/Time

Caller Number

Agent

Report a repair	RC002-01	1	00:00:30 00:00:09 00:00:10 00:00:11	11-05-2023 16:52:05 02-05-2023 15:47:44 02-05-2023 17:00:25 10-05-2023 17:02:59	1106 1102 2312 1106	Mamoon Remote Abdul Rehman Mamoon Remote 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 00:00:09	11-05-2023 16:52:05 02-05-2023 15:47:44	1106 1102	Mamoon Remote Abdul Rehman
			00:00:10	02-05-2023 17:00:25	2312	Mamoon Remote
Report a repair	RC002-01	1	00:00:10	02 00 2020 11.00.20	2012	Wallioon Rollioto
			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 00:00:09	11-05-2023 16:52:05 02-05-2023 15:47:44	1106 1102	Mamoon Remote 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			
			80:00:00	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 00:00:10	02-05-2023 15:47:44 02-05-2023 17:00:25	1102 2312	Abdul Rehman Mamoon Remote
Report a repair	RC002-01	1	00:00:10	02-05-2023 17.00.25	2312	Mamoon Remote
report a repair	110002 01	'	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 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	00.05.0000.45.00.05	4400	004000 004000
			00:00:18	08-05-2023 15:09:35	1106 1106	801002 801002
			00:00:30 00:00:09	11-05-2023 16:52:05 02-05-2023 15:47:44	1100	Mamoon Remote Abdul Rehman
			00:00:10	02-05-2023 17:00:25	2312	Mamoon Remote
Report a repair	RC002-01	1	00:00:10	02 00 2020 17.00.20	2012	Mamoon Remote
. topon a lopa		·	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
Condinlogy	Code	Inotorosa	Durction	Data/Times	Collor Niverb	Agent
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

Observational amplitudes	RC002	6	00:01:26			
Chase missed appointment	RC002-03	1	00:00:08	40.05.0000.40.50.45	4400	004000 004000
No Oak December of the de	NI/A	4	00:00:08	10-05-2023 18:58:15	1106	801002 801002
No Sub Reason selected	N/A	4	00:01:07	00 05 2022 45:00:25	1100	001000 001000
			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
Depart a remain	DC000 04	4	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	D0000	4		10-05-2025 17.02.59	1100	Wallioon Kelliote
	RC003	1	00:00:06			
No Sub Reason selected	N/A	1	00:00:06	40.05.0000.47.40.04	4400	004000 004000
O a management of a second of			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	10 00 2020 10.00.10	1100	301002 001002
542	1 1// 1	•	00.01.01			

00:01:26

Asset Management - repairs L Daniels

RC002

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			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 2	00:00:08			
No out Nousell colocted	14/71	-	00:00:02	02-05-2023 15:27:13	2312	801002 801002
			00:00:02	17-05-2023 10:20:23	1003	801002 801002
l attinga process			00.00.00	17 00 2020 10.20.20	1000	001002 001002
			~~ ~~ ~~			
Lettings process	RC008	1	00:00:03			
No Sub Reason selected	RC008 N/A	1 1	00:00:03	02.05.2022.45.59.26	1100	904002 904002
No Sub Reason selected	N/A	1	00:00:03 00:00:03	02-05-2023 15:58:26	1102	801002 801002
No Sub Reason selected No Primary Reason selected	N/A	1 58	00:00:03 00:00:03 00:08:05	02-05-2023 15:58:26	1102	801002 801002
No Sub Reason selected	N/A	1	00:00:03 00:00:03 00:08:05 00:08:05			
No Sub Reason selected No Primary Reason selected	N/A	1 58	00:00:03 00:00:03 00:08:05 00:08:05 00:00:09	03-05-2023 15:24:05	1003	Mamoon Remote
No Sub Reason selected No Primary Reason selected	N/A	1 58	00:00:03 00:00:03 00:08:05 00:08:05 00:00:09 00:00:02	03-05-2023 15:24:05 10-05-2023 21:15:31	1003 1003	Mamoon Remote Mamoon Remote
No Sub Reason selected No Primary Reason selected	N/A	1 58	00:00:03 00:00:03 00:08:05 00:08:05 00:00:09 00:00:02 00:00:06	03-05-2023 15:24:05 10-05-2023 21:15:31 05-05-2023 16:58:17	1003 1003 1003	Mamoon Remote Mamoon Remote Mamoon Remote
No Sub Reason selected No Primary Reason selected	N/A	1 58	00:00:03 00:00:03 00:08:05 00:08:05 00:00:09 00:00:02 00:00:06 00:00:00	03-05-2023 15:24:05 10-05-2023 21:15:31 05-05-2023 16:58:17 22-05-2023 19:12:16	1003 1003 1003 1003	Mamoon Remote Mamoon Remote Mamoon Remote 801002 801002
No Sub Reason selected No Primary Reason selected	N/A	1 58	00:00:03 00:00:03 00:08:05 00:08:05 00:00:09 00:00:02 00:00:06 00:00:00 00:00:04	03-05-2023 15:24:05 10-05-2023 21:15:31 05-05-2023 16:58:17 22-05-2023 19:12:16 08-05-2023 12:15:10	1003 1003 1003 1003 1003	Mamoon Remote Mamoon Remote Mamoon Remote 801002 801002 Mamoon Remote
No Sub Reason selected No Primary Reason selected	N/A	1 58	00:00:03 00:00:03 00:08:05 00:08:05 00:00:09 00:00:02 00:00:06 00:00:00 00:00:04 00:00:05	03-05-2023 15:24:05 10-05-2023 21:15:31 05-05-2023 16:58:17 22-05-2023 19:12:16 08-05-2023 12:15:10 02-05-2023 15:44:41	1003 1003 1003 1003 1003 2312	Mamoon Remote Mamoon Remote Mamoon Remote 801002 801002 Mamoon Remote Abdul Rehman
No Sub Reason selected No Primary Reason selected	N/A	1 58	00:00:03 00:08:05 00:08:05 00:00:09 00:00:02 00:00:06 00:00:00 00:00:04 00:00:05 00:00:14	03-05-2023 15:24:05 10-05-2023 21:15:31 05-05-2023 16:58:17 22-05-2023 19:12:16 08-05-2023 12:15:10 02-05-2023 15:44:41 10-05-2023 17:07:01	1003 1003 1003 1003 1003 2312 1106	Mamoon Remote Mamoon Remote Mamoon Remote 801002 801002 Mamoon Remote Abdul Rehman Mamoon Remote
No Sub Reason selected No Primary Reason selected	N/A	1 58	00:00:03 00:08:05 00:08:05 00:00:09 00:00:02 00:00:06 00:00:00 00:00:04 00:00:05 00:00:14 00:00:03	03-05-2023 15:24:05 10-05-2023 21:15:31 05-05-2023 16:58:17 22-05-2023 19:12:16 08-05-2023 12:15:10 02-05-2023 15:44:41 10-05-2023 17:07:01 02-05-2023 16:58:56	1003 1003 1003 1003 1003 2312 1106 2312	Mamoon Remote Mamoon Remote Mamoon Remote 801002 801002 Mamoon Remote Abdul Rehman Mamoon Remote Mamoon Remote
No Sub Reason selected No Primary Reason selected	N/A	1 58	00:00:03 00:00:03 00:08:05 00:08:05 00:00:09 00:00:02 00:00:06 00:00:00 00:00:04 00:00:05 00:00:14 00:00:03 00:00:06	03-05-2023 15:24:05 10-05-2023 21:15:31 05-05-2023 16:58:17 22-05-2023 19:12:16 08-05-2023 12:15:10 02-05-2023 15:44:41 10-05-2023 17:07:01 02-05-2023 16:58:56 10-05-2023 18:48:28	1003 1003 1003 1003 1003 2312 1106 2312 1106	Mamoon Remote Mamoon Remote Mamoon Remote 801002 801002 Mamoon Remote Abdul Rehman Mamoon Remote Mamoon Remote 801002 801002
No Sub Reason selected No Primary Reason selected	N/A	1 58	00:00:03 00:00:03 00:08:05 00:08:05 00:00:09 00:00:02 00:00:06 00:00:00 00:00:04 00:00:05 00:00:14 00:00:03 00:00:06 00:00:06 00:00:06	03-05-2023 15:24:05 10-05-2023 21:15:31 05-05-2023 16:58:17 22-05-2023 19:12:16 08-05-2023 12:15:10 02-05-2023 15:44:41 10-05-2023 16:58:56 10-05-2023 18:48:28 03-05-2023 16:13:23	1003 1003 1003 1003 1003 2312 1106 2312 1106 1003	Mamoon Remote Mamoon Remote Mamoon Remote 801002 801002 Mamoon Remote Abdul Rehman Mamoon Remote Mamoon Remote 801002 801002 Abdul Rehman
No Sub Reason selected No Primary Reason selected	N/A	1 58	00:00:03 00:00:03 00:08:05 00:08:05 00:00:09 00:00:02 00:00:06 00:00:00 00:00:04 00:00:05 00:00:14 00:00:03 00:00:06 00:01:01 00:00:05	03-05-2023 15:24:05 10-05-2023 21:15:31 05-05-2023 16:58:17 22-05-2023 19:12:16 08-05-2023 12:15:10 02-05-2023 15:44:41 10-05-2023 16:58:56 10-05-2023 16:58:56 10-05-2023 16:13:23 02-05-2023 15:03:12	1003 1003 1003 1003 1003 2312 1106 2312 1106 1003 2312	Mamoon Remote Mamoon Remote Mamoon Remote 801002 801002 Mamoon Remote Abdul Rehman Mamoon Remote Mamoon Remote 801002 801002 Abdul Rehman 801002 801002
No Sub Reason selected No Primary Reason selected	N/A	1 58	00:00:03 00:00:03 00:08:05 00:08:05 00:00:09 00:00:02 00:00:06 00:00:04 00:00:05 00:00:14 00:00:03 00:00:06 00:01:01 00:00:05 00:00:05	03-05-2023 15:24:05 10-05-2023 21:15:31 05-05-2023 16:58:17 22-05-2023 19:12:16 08-05-2023 12:15:10 02-05-2023 15:44:41 10-05-2023 16:58:56 10-05-2023 16:58:56 10-05-2023 16:13:23 02-05-2023 15:03:12 05-05-2023 18:34:19	1003 1003 1003 1003 1003 2312 1106 2312 1106 1003 2312 1003	Mamoon Remote Mamoon Remote Mamoon Remote 801002 801002 Mamoon Remote Abdul Rehman Mamoon Remote Mamoon Remote 801002 801002 Abdul Rehman 801002 801002 Mamoon Remote
No Sub Reason selected No Primary Reason selected	N/A	1 58	00:00:03 00:00:03 00:08:05 00:08:05 00:00:09 00:00:02 00:00:06 00:00:04 00:00:05 00:00:14 00:00:03 00:00:06 00:01:01 00:00:05 00:00:03 00:00:03 00:00:03	03-05-2023 15:24:05 10-05-2023 21:15:31 05-05-2023 16:58:17 22-05-2023 19:12:16 08-05-2023 12:15:10 02-05-2023 15:44:41 10-05-2023 16:58:56 10-05-2023 16:58:56 10-05-2023 16:13:23 02-05-2023 16:03:12 05-05-2023 18:34:19 02-05-2023 15:28:36	1003 1003 1003 1003 1003 2312 1106 2312 1106 1003 2312 1003 1102	Mamoon Remote Mamoon Remote Mamoon Remote 801002 801002 Mamoon Remote Abdul Rehman Mamoon Remote Mamoon Remote 801002 801002 Abdul Rehman 801002 801002 Mamoon Remote 801002 801002
No Sub Reason selected No Primary Reason selected	N/A	1 58	00:00:03 00:00:03 00:08:05 00:08:05 00:00:09 00:00:06 00:00:00 00:00:04 00:00:05 00:00:03 00:00:06 00:01:01 00:00:05 00:00:03 00:00:04 00:00:04	03-05-2023 15:24:05 10-05-2023 21:15:31 05-05-2023 16:58:17 22-05-2023 19:12:16 08-05-2023 12:15:10 02-05-2023 15:44:41 10-05-2023 17:07:01 02-05-2023 16:58:56 10-05-2023 16:58:56 10-05-2023 16:13:23 02-05-2023 15:03:12 05-05-2023 15:03:12 05-05-2023 15:28:36 22-05-2023 19:35:04	1003 1003 1003 1003 1003 2312 1106 2312 1106 1003 2312 1003 1102 1003	Mamoon Remote Mamoon Remote Mamoon Remote 801002 801002 Mamoon Remote Abdul Rehman Mamoon Remote Mamoon Remote 801002 801002 Abdul Rehman 801002 801002 Mamoon Remote
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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
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00:00:04	08-05-2023 12:31:22	1003	Mamoon Remote
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00:00:06	08-05-2023 12:33:47	1003	Mamoon Remote
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00:00:43	10-05-2023 11:27:32	1003	801002 801002
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