



DEKRA Call Reason Report

Date From: 01-05-2023 To: 17-05-2023

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

Printed on: 17-05-2023 at 19:47:32

| 801002 801002 801002 | Code | Instances | Total Duration | AVG. Duration |
|---|----------|-----------|----------------|---------------|
| Asset Management - repairs L Daniels | RC002 | 8 | 00:01:07 | 00:00:08 |
| Chase missed appointment | RC002-03 | 8 | 00:01:07 | 00:00:08 |
| Asset Management - repairs not L Daniels | RC003 | 2 | 00:00:02 | 00:00:01 |
| No Sub Reason selected | N/A | 2 | 00:00:02 | 00:00:01 |
| Income | RC001 | 2 | 00:00:08 | 00:00:04 |
| No Sub Reason selected | N/A | 2 | 00:00:08 | 00:00:04 |
| No Primary Reason selected | N/A | 11 | 00:04:13 | 00:00:23 |
| No Sub Reason selected | N/A | 11 | 00:04:13 | 00:00:23 |
| Total | | 23 | 00:05:30 | 00:00:14 |

| 801102 Mamoon Remote | Code | Instances | Total Duration | AVG. Duration |
|---|----------|-----------|----------------|---------------|
| Asset Management - repairs L Daniels | RC002 | 4 | 00:03:09 | 00:00:47 |
| No Sub Reason selected | N/A | 2 | 00:01:25 | 00:00:42 |
| Report a repair | RC002-01 | 2 | 00:01:44 | 00:00:52 |
| No Primary Reason selected | N/A | 14 | 00:02:00 | 00:00:08 |
| No Sub Reason selected | N/A | 14 | 00:02:00 | 00:00:08 |
| Total | | 18 | 00:05:09 | 00:00:17 |