



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 12:07:50

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

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

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

Chase missed appointment
No Sub Reason selected

RC002
RC002-03
N/A

6
1
4

10-05-2023 18:58:15
08-05-2023 15:09:35
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
1106
1106
1102
2312
1106

801002 801002
801002 801002
Mamoon Remote
Abdul Rehman
Mamoon Remote
Mamoon Remote

Report a repair

RC002-01

1

Asset Management - repairs not L Daniels

No Sub Reason selected

RC003
N/A

1
1

10-05-2023 17:19:01

1106

801002 801002

Communal services

No Sub Reason selected

RC012
N/A

1
1

02-05-2023 15:57:16

1102

801002 801002

Housing waiting list

Information on BCC waiting list
Request for a form for waiting list

RC007
RC007-03
RC007-02

2
1
1

02-05-2023 15:55:11
02-05-2023 17:01:05

1102
2312

801002 801002
Mamoon Remote

Cardiology

Code

Instances

Date/Time

Caller Number

Agent

Asset Management - gas services

Report a repair

RC004
RC004-01

1
1

02-05-2023 15:48:47

1102

Abdul Rehman

Asset Management - major works

No Sub Reason selected

RC005
N/A

1
1

02-05-2023 15:53:57

1102

801002 801002

Asset Management - repairs L Daniels

Chase missed appointment
No Sub Reason selected

RC002
RC002-03
N/A

6
1
4

10-05-2023 18:58:15
08-05-2023 15:09:35
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
1106
1106
1102
2312
1106

801002 801002
801002 801002
Mamoon Remote
Abdul Rehman
Mamoon Remote
Mamoon Remote

Report a repair

RC002-01

1

Asset Management - repairs not L Daniels

No Sub Reason selected

RC003
N/A

1
1

10-05-2023 17:19:01

1106

801002 801002

Communal services

No Sub Reason selected

RC012
N/A

1
1

02-05-2023 15:57:16

1102

801002 801002

Housing waiting list

Information on BCC waiting list
Request for a form for waiting list

RC007
RC007-03
RC007-02

2
1
1

02-05-2023 15:55:11
02-05-2023 17:01:05

1102
2312

801002 801002
Mamoon Remote

Income

No Sub Reason selected

RC001
N/A

2
2

02-05-2023 15:27:13
17-05-2023 10:20:23

2312
1003

801002 801002
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

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

No Sub Reason selected

RC012

1

N/A

1

02-05-2023 15:57:16

1102

801002 801002

Housing waiting list

Information on BCC waiting list

RC007

2

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

No Sub Reason selected

RC001

2

N/A

2

02-05-2023 15:27:13

2312

801002 801002

17-05-2023 10:20:23

1003

801002 801002

Lettings process

No Sub Reason selected

RC008

1

N/A

1

02-05-2023 15:58:26

1102

801002 801002

No Primary Reason selected

No Sub Reason selected

N/A

58

N/A

58

03-05-2023 15:24:05

1003

Mamoon Remote

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