Breakdown by reason

Date From: 01-05-2023 To: 16-05-2023

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

Printed on: 16-05-2023 at 15:08:47

Queue: Cardiology

Asset Management - gas services (1)

Report a repair (1)

Date/Time	Callers Number	Called Number	Duration	Agent
02-05-2023 15:48:47	801042	1102	00:00:10	Abdul Rehman

Asset Management - major works (1)

No Sub Reason selected (1)

Date/Time	Callers Number	Called Number	Duration	Agent
02-05-2023 15:53:57	801042	1102	00:00:07	801002 801002

Asset Management - repairs L Daniels (6)

Chase missed appointment (1)

Date/Time	Callers Number	Called Number	Duration	Agent
10-05-2023 18:58:15	801042	1106	00:00:08	801002 801002

No Sub Reason selected (4)

Date/Time	Callers Number	Called Number	Duration	Agent
02-05-2023 15:47:44	801042	1102	00:00:09	Abdul Rehman
02-05-2023 17:00:25	801042	2312	00:00:10	Mamoon Remote
08-05-2023 15:09:35	801042	1106	00:00:18	801002 801002
11-05-2023 16:52:05	801042	1106	00:00:30	Mamoon Remote

Report a repair (1)

Date/Time	Callers Number	Called Number	Duration	Agent
10-05-2023 17:02:59	801042	1106	00:00:11	Mamoon Remote

Asset Management - repairs not L Daniels (1)

No Sub Reason selected (1)

Date/Time	Callers Number	Called Number	Duration	Agent
10-05-2023 17:19:01	801042	1106	00:00:06	801002 801002

Communal services (1)

No Sub Reason selected (1)

Date/Time	Callers Number	Called Number	Duration	Agent
02-05-2023 15:57:16	801042	1102	00:00:04	801002 801002

Housing waiting list (2)

Information on BCC waiting list (1)

Date/Time	Callers Number	Called Number	Duration	Agent

Date/Time	Callers Number	Called Number	Duration	Agent
02-05-2023 15:55:11	801042	1102	00:00:03	801002 801002

Request for a form for waiting list (1)

Date/Time	Callers Number	Called Number	Duration	Agent
02-05-2023 17:01:05	801042	2312	00:00:04	Mamoon Remote

Income (1)

No Sub Reason selected (1)

Date/Time	Callers Number	Called Number	Duration	Agent
02-05-2023 15:27:13	801042	2312	00:00:02	801002 801002

Lettings process (1)

No Sub Reason selected (1)

Date/Time	Callers Number	Called Number	Duration	Agent
02-05-2023 15:58:26	801042	1102	00:00:03	801002 801002

No Primary Reason selected (51)

No Sub Reason selected (51)

Date/Time	Callers Number	Called Number	Duration	Agent
02-05-2023 15:28:36	801042	1102	00:00:04	801002 801002
08-05-2023 12:23:32	801042	1003	00:00:03	
08-05-2023 15:46:55	801042	1003	00:00:03	801002 801002
10-05-2023 17:17:17	801042	1106	00:00:09	801002 801002
02-05-2023 16:59:27	801042	2312	00:00:31	Mamoon Remote
03-05-2023 16:56:30	801042	1003	00:00:06	
02-05-2023 15:03:55	801042	2312	00:00:08	801002 801002
05-05-2023 18:47:18	801042	1003	00:00:03	
02-05-2023 15:29:10	801042	1102	00:00:03	801002 801002
08-05-2023 12:31:22	801042	1003	00:00:04	Mamoon Remote
08-05-2023 19:08:59	801042	1003	00:00:05	801002 801002
02-05-2023 15:55:50	801042	1102	00:00:04	801002 801002
10-05-2023 20:06:58	801042	1003	00:00:02	Mamoon Remote
03-05-2023 19:14:10	801042	1003	00:00:06	Mamoon Remote
02-05-2023 15:06:12	801042	2312	00:00:06	801002 801002
05-05-2023 19:03:48	801042	1003	00:00:03	
02-05-2023 15:35:07	801042	1102	00:00:33	Abdul Rehman
08-05-2023 12:33:47	801042	1003	00:00:06	Mamoon Remote
02-05-2023 15:50:25	801042	1102	00:00:06	Abdul Rehman
10-05-2023 11:27:32	801042	1003	00:00:43	801002 801002
02-05-2023 15:56:25	801042	1102	00:00:03	801002 801002
10-05-2023 17:31:44	801042	1106	00:00:06	Mamoon Remote
10-05-2023 20:11:38	801042	1003	00:00:02	Mamoon Remote
05-05-2023 13:08:24	801042	1003	00:00:11	Mamoon Remote
02-05-2023 15:07:51	801042	2312	00:00:04	801002 801002
08-05-2023 10:56:21	801042	1003	00:00:04	Mamoon Remote
02-05-2023 15:37:06	801042	1102	00:00:06	Abdul Rehman
08-05-2023 12:38:10	801042	1003	00:00:02	Mamoon Remote
02-05-2023 15:51:47	801042	1102	00:00:19	Abdul Rehman
10-05-2023 16:47:39	801042	1003	00:00:02	801002 801002
10-05-2023 18:42:54	801042	1106	00:00:11	801002 801002
02-05-2023 17:02:03	801042	2312	00:00:07	Mamoon Remote
10-05-2023 20:14:31	801042	1003	00:00:11	
05-05-2023 13:19:29	801042	1003	00:00:03	Mamoon Remote
02-05-2023 15:25:43	801042	2312	00:00:11	801002 801002
08-05-2023 12:05:52	801042	1003	00:00:04	Mamoon Remote
02-05-2023 15:38:50	801042	1102	00:00:06	Abdul Rehman

08-05-2023 15:08:59	801042	1106	00:00:09	Mamoon Remote
02-05-2023 15:53:14	801042	1102	00:00:04	801002 801002
10-05-2023 18:46:40	801042	1106	00:00:12	801002 801002
03-05-2023 15:24:05	801042	1003	00:00:09	Mamoon Remote
10-05-2023 21:15:31	801042	1003	00:00:02	Mamoon Remote
05-05-2023 16:58:17	801042	1003	00:00:06	Mamoon Remote
08-05-2023 12:15:10	801042	1003	00:00:04	Mamoon Remote
02-05-2023 15:44:41	801042	2312	00:00:05	Abdul Rehman
10-05-2023 17:07:01	801042	1106	00:00:14	Mamoon Remote
02-05-2023 16:58:56	801042	2312	00:00:03	Mamoon Remote
10-05-2023 18:48:28	801042	1106	00:00:06	801002 801002
03-05-2023 16:13:23	801042	1003	00:01:01	Abdul Rehman
02-05-2023 15:03:12	801042	2312	00:00:05	801002 801002
05-05-2023 18:34:19	801042	1003	00:00:03	Mamoon Remote