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 11:32:12

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
			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

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

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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			

				Date/Time	Caller Number	Agent
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			

	Code	Instances	Duration	Date/Time	Caller Number	Agent
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			

Reason	Code	Count	Duration	Date/Time	ID	Agent
			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
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