



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 10:38:32

Asset Management - gas services (1)

Report a repair (1)

Date/Time	Callers Number	Called Number	Duration	Agent
02-05-2023 15:48:47	1102	801042	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	1102	801042	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	1106	801042	00:00:08	801002 801002

No Sub Reason selected (4)

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

Report a repair (1)

Date/Time	Callers Number	Called Number	Duration	Agent
10-05-2023 17:02:59	1106	801042	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	1106	801042	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	1102	801042	00:00:04	801002 801002

Housing waiting list (2)

Information on BCC waiting list (1)

Date/Time	Callers Number	Called Number	Duration	Agent
02-05-2023 15:55:11	1102	801042	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	2312	801042	00:00:04	Mamoon Remote

Income (2)

No Sub Reason selected (2)

Date/Time	Callers Number	Called Number	Duration	Agent
02-05-2023 15:27:13	2312	801042	00:00:02	801002 801002
17-05-2023 10:20:23	1003	801042	00:00:06	801002 801002

Lettings process (1)

No Sub Reason selected (1)

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

No Primary Reason selected (58)

No Sub Reason selected (58)

Date/Time	Callers Number	Called Number	Duration	Agent
03-05-2023 15:24:05	1003	801042	00:00:09	Mamoon Remote
10-05-2023 21:15:31	1003	801042	00:00:02	Mamoon Remote
05-05-2023 16:58:17	1003	801042	00:00:06	Mamoon Remote
22-05-2023 19:12:16	1003	801042	00:00:00	801002 801002
08-05-2023 12:15:10	1003	801042	00:00:04	Mamoon Remote
02-05-2023 15:44:41	2312	801042	00:00:05	Abdul Rehman
10-05-2023 17:07:01	1106	801042	00:00:14	Mamoon Remote
02-05-2023 16:58:56	2312	801042	00:00:03	Mamoon Remote
10-05-2023 18:48:28	1106	801042	00:00:06	801002 801002
03-05-2023 16:13:23	1003	801042	00:01:01	Abdul Rehman
02-05-2023 15:03:12	2312	801042	00:00:05	801002 801002
05-05-2023 18:34:19	1003	801042	00:00:03	Mamoon Remote
02-05-2023 15:28:36	1102	801042	00:00:04	801002 801002
22-05-2023 19:35:04	1003	801042	00:00:02	801002 801002
08-05-2023 12:23:32	1003	801042	00:00:03	
08-05-2023 15:46:55	1003	801042	00:00:03	801002 801002
10-05-2023 17:17:17	1106	801042	00:00:09	801002 801002
02-05-2023 16:59:27	2312	801042	00:00:31	Mamoon Remote
03-05-2023 16:56:30	1003	801042	00:00:06	
02-05-2023 15:03:55	2312	801042	00:00:08	801002 801002
05-05-2023 18:47:18	1003	801042	00:00:03	
02-05-2023 15:29:10	1102	801042	00:00:03	801002 801002
22-05-2023 20:16:51	1003	801042	00:00:01	801002 801002
08-05-2023 12:31:22	1003	801042	00:00:04	Mamoon Remote
08-05-2023 19:08:59	1003	801042	00:00:05	801002 801002

02-05-2023 15:55:50	1102	801042	00:00:04	801002 801002
10-05-2023 20:06:58	1003	801042	00:00:02	Mamoon Remote
03-05-2023 19:14:10	1003	801042	00:00:06	Mamoon Remote
02-05-2023 15:06:12	2312	801042	00:00:06	801002 801002
22-05-2023 18:27:56	1003	801042	00:00:01	801002 801002
05-05-2023 19:03:48	1003	801042	00:00:03	
02-05-2023 15:35:07	1102	801042	00:00:33	Abdul Rehman
23-05-2023 12:56:22	1003	801042	00:00:05	Mamoon Remote
08-05-2023 12:33:47	1003	801042	00:00:06	Mamoon Remote
02-05-2023 15:50:25	1102	801042	00:00:06	Abdul Rehman
10-05-2023 11:27:32	1003	801042	00:00:43	801002 801002
02-05-2023 15:56:25	1102	801042	00:00:03	801002 801002
10-05-2023 17:31:44	1106	801042	00:00:06	Mamoon Remote
10-05-2023 20:11:38	1003	801042	00:00:02	Mamoon Remote
05-05-2023 13:08:24	1003	801042	00:00:11	Mamoon Remote
02-05-2023 15:07:51	2312	801042	00:00:04	801002 801002
22-05-2023 19:02:00	1003	801042	00:00:18	801002 801002
08-05-2023 10:56:21	1003	801042	00:00:04	Mamoon Remote
02-05-2023 15:37:06	1102	801042	00:00:06	Abdul Rehman
08-05-2023 12:38:10	1003	801042	00:00:02	Mamoon Remote
02-05-2023 15:51:47	1102	801042	00:00:19	Abdul Rehman
10-05-2023 16:47:39	1003	801042	00:00:02	801002 801002
10-05-2023 18:42:54	1106	801042	00:00:11	801002 801002
02-05-2023 17:02:03	2312	801042	00:00:07	Mamoon Remote
10-05-2023 20:14:31	1003	801042	00:00:11	
05-05-2023 13:19:29	1003	801042	00:00:03	Mamoon Remote
02-05-2023 15:25:43	2312	801042	00:00:11	801002 801002
22-05-2023 19:02:54	1003	801042	00:00:15	801002 801002
08-05-2023 12:05:52	1003	801042	00:00:04	Mamoon Remote

02-05-2023 15:38:50	1102	801042	00:00:06	Abdul Rehman
08-05-2023 15:08:59	1106	801042	00:00:09	Mamoon Remote
02-05-2023 15:53:14	1102	801042	00:00:04	801002 801002
10-05-2023 18:46:40	1106	801042	00:00:12	801002 801002