

Summary

Average Time to Resolve (in hours)

90.7

Number of Tickets Received (last 30 days)

693

Number of Tickets Received (Overall)

3484

Number of Tickets Resolved (last 30 days)

641

Number of Tickets Resolved (Overall)

3421

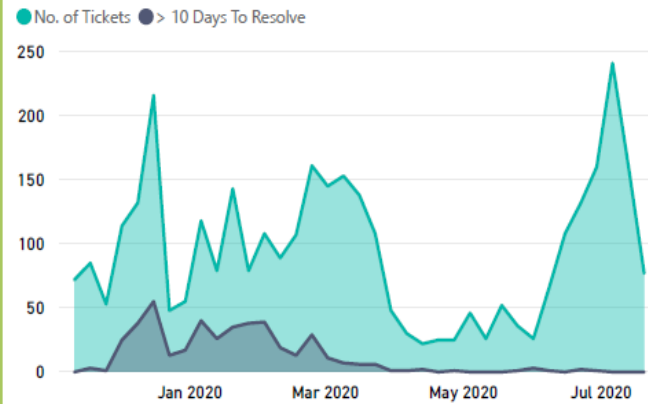
First Contact Resolution

76.7%

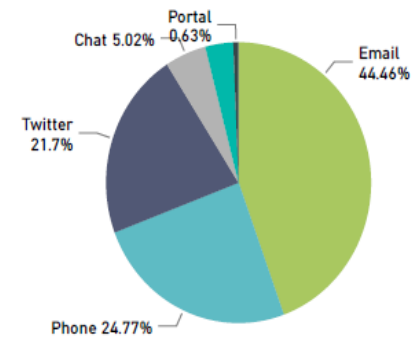
Number of Interactions

4958

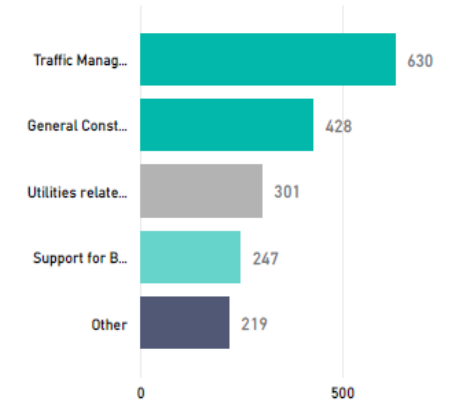
Number of Tickets By Week



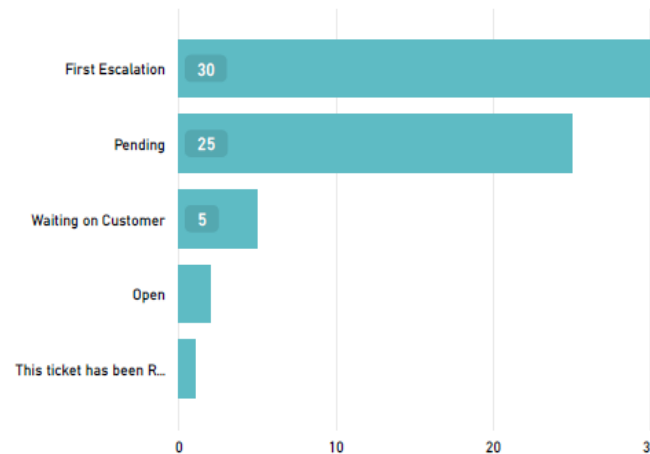
Source of Enquiries



Top 5 Enquiry Types



Number of Unresolved Tickets by Status



Longest Enquiries

Type	Ave. Hours to Resolve
Not for SFN	284.9
Potential Claims	226.9
Constitution Street Site excavation	156.8
Parking	153.9
Utilities related (i.e. water switched off)	136.0
Waste	117.1

Average Time to Resolve (in hours) by Source

