

Summary

Average Time to Resolve (in hours)

84.9

Number of Tickets Received (last 30 days)

635

Number of Tickets Received (Overall)

4074

Number of Tickets Resolved (last 30 days)

543

Number of Tickets Resolved (Overall)

3957

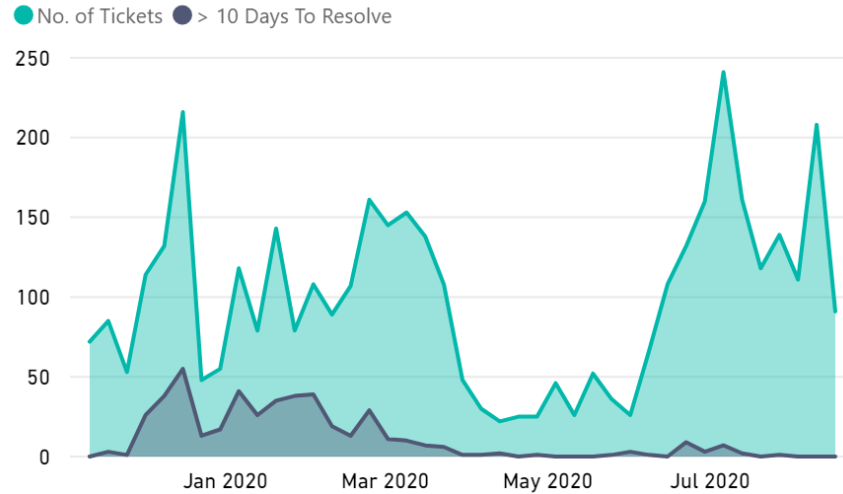
First Contact Resolution

77.0%

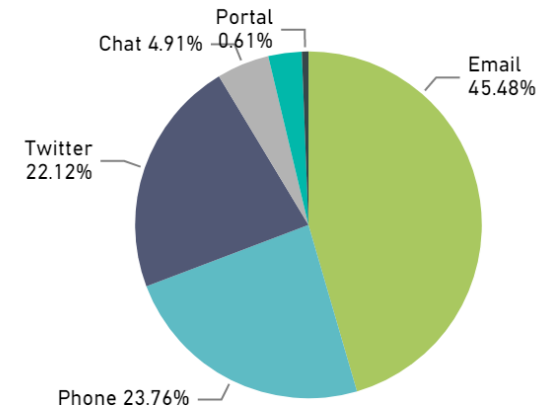
Number of Interactions

5813

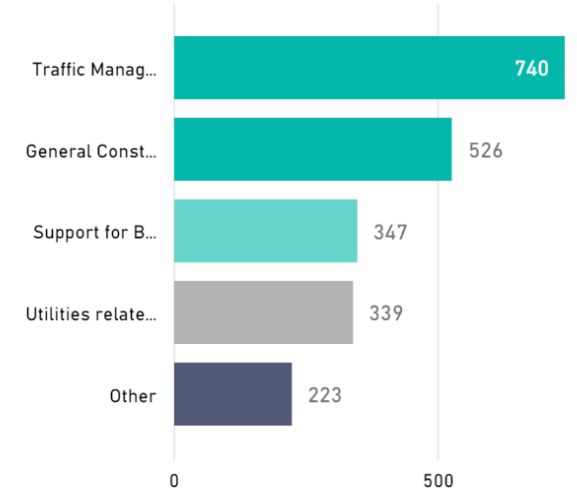
Number of Tickets By Week



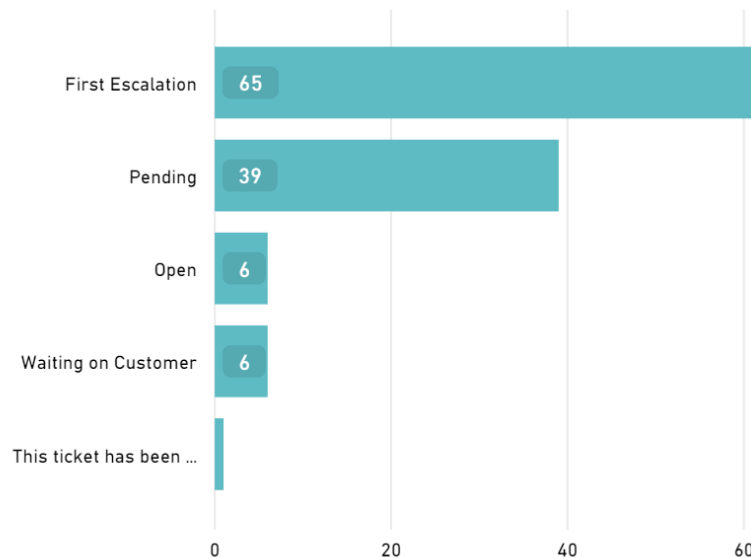
Source of Enquiries



Top 5 Enquiry Types



Number of Unresolved Tickets by Status



Longest Enquiries

Type	Ave. Hours to Resolve
Not for SFN	271.6
Potential Claims	177.0
Constitution Street Site excavation	171.8
Parking	141.3
Utilities related (i.e. water switched off)	121.3
Waste	100.6
Support for Business	95.8

Average Time to Resolve (in hours) by Source

