

Summary

Average Time to Resolve (in hours)

83.4

Number of Tickets Received (last 30 days)

496

Number of Tickets Received (Overall)

4666

Number of Tickets Resolved (last 30 days)

445

Number of Tickets Resolved (Overall)

4569

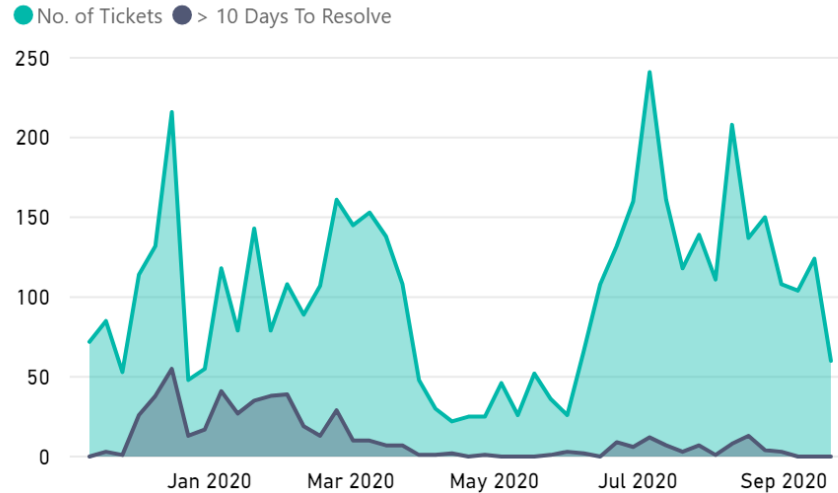
First Contact Resolution

76.9%

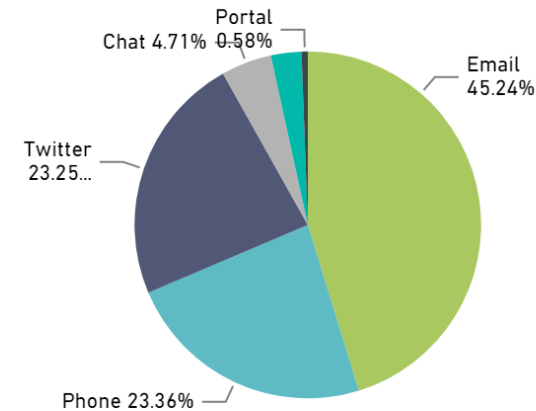
Number of Interactions

6716

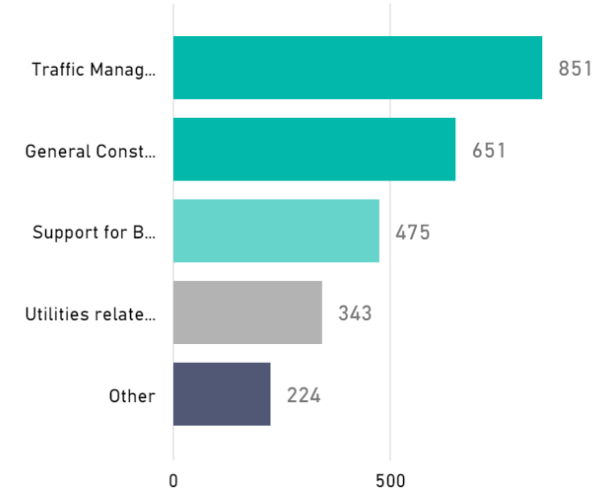
Number of Tickets By Week



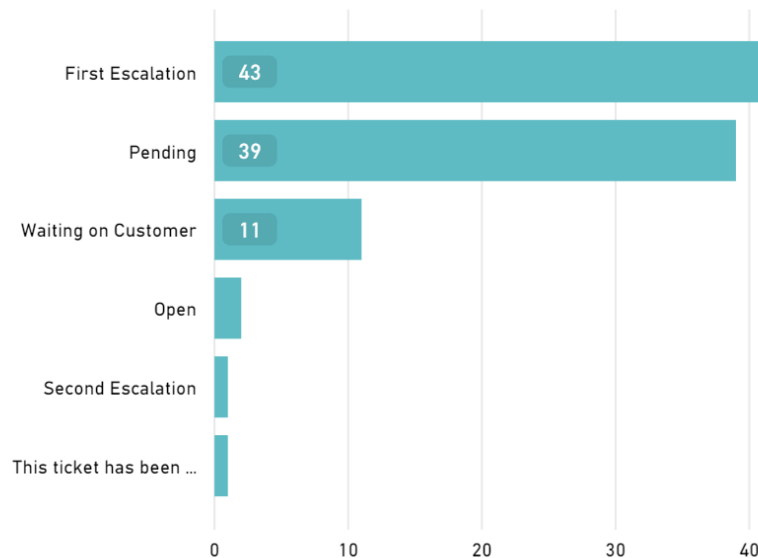
Source of Enquiries



Top 5 Enquiry Types



Number of Unresolved Tickets by Status



Longest Enquiries

Type	Ave. Hours to Resolve
Not for SFN	271.9
Constitution Street Site excavation	167.7
Potential Claims	164.1
Parking	143.9
Utilities related (i.e. water switched off)	120.5
Support for Business	106.9
Waste	104.3

Average Time to Resolve (in hours) by Source

