

Summary

Average Time to Resolve (in hours)

82.1

Number of Tickets Received (last 30 days)

470

Number of Tickets Received (Overall)

5124

Number of Tickets Resolved (last 30 days)

405

Number of Tickets Resolved (Overall)

4991

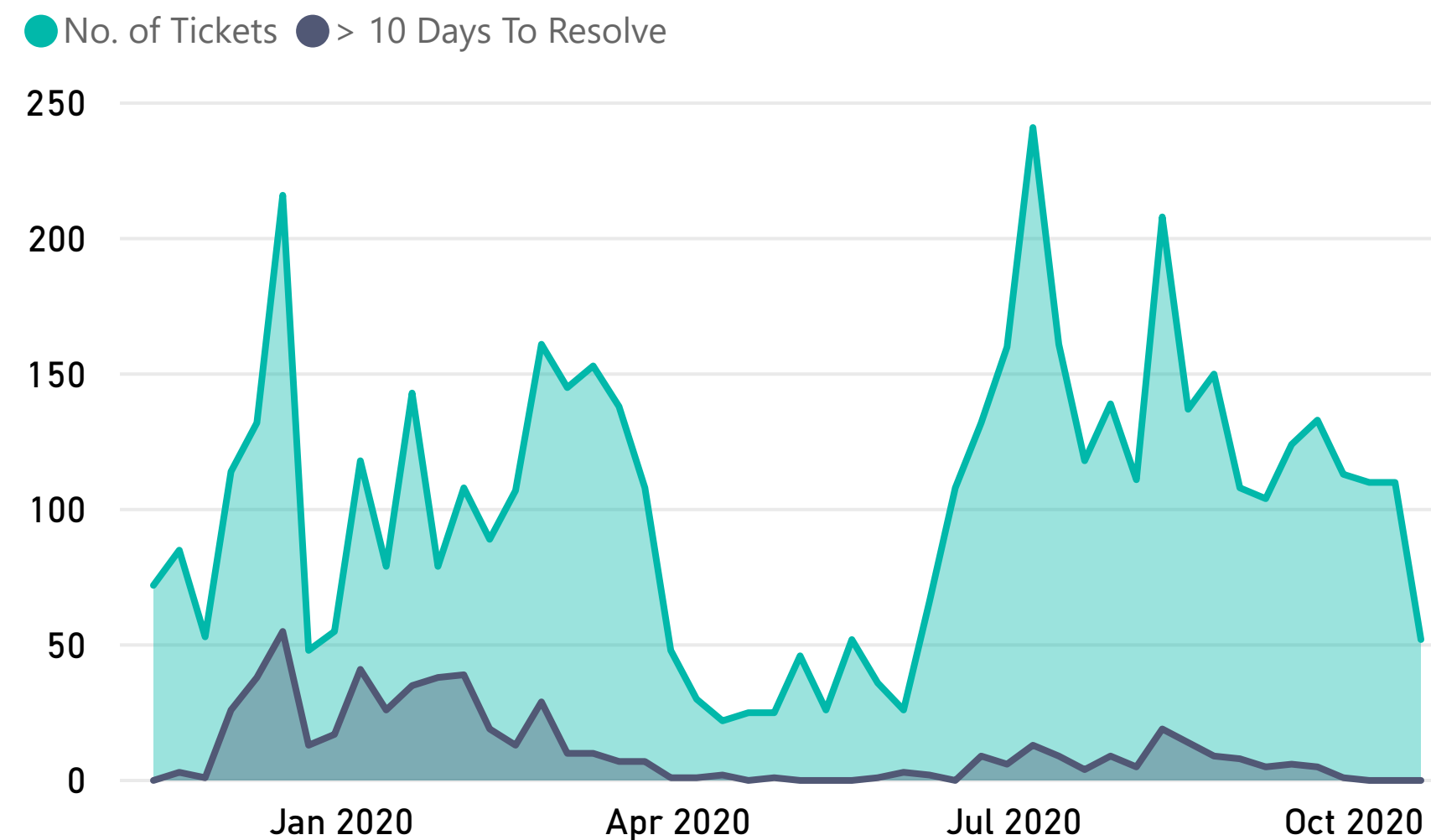
First Contact Resolution

76.9%

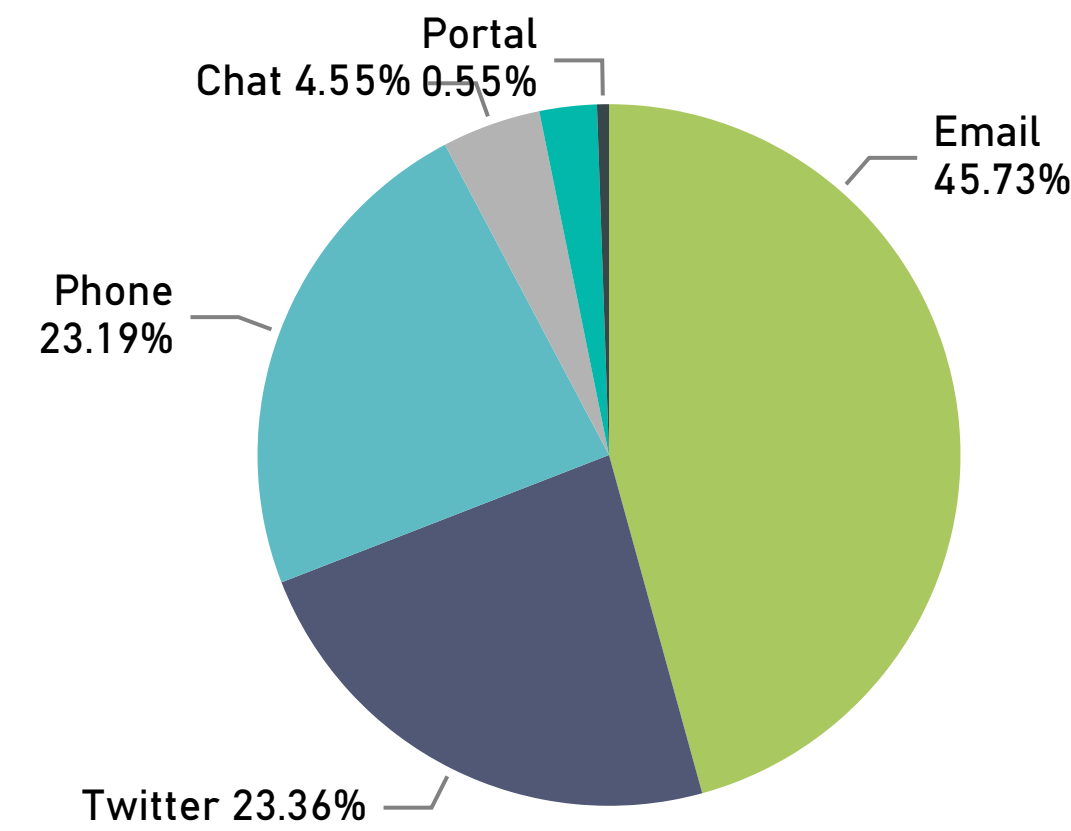
Number of Interactions

7444

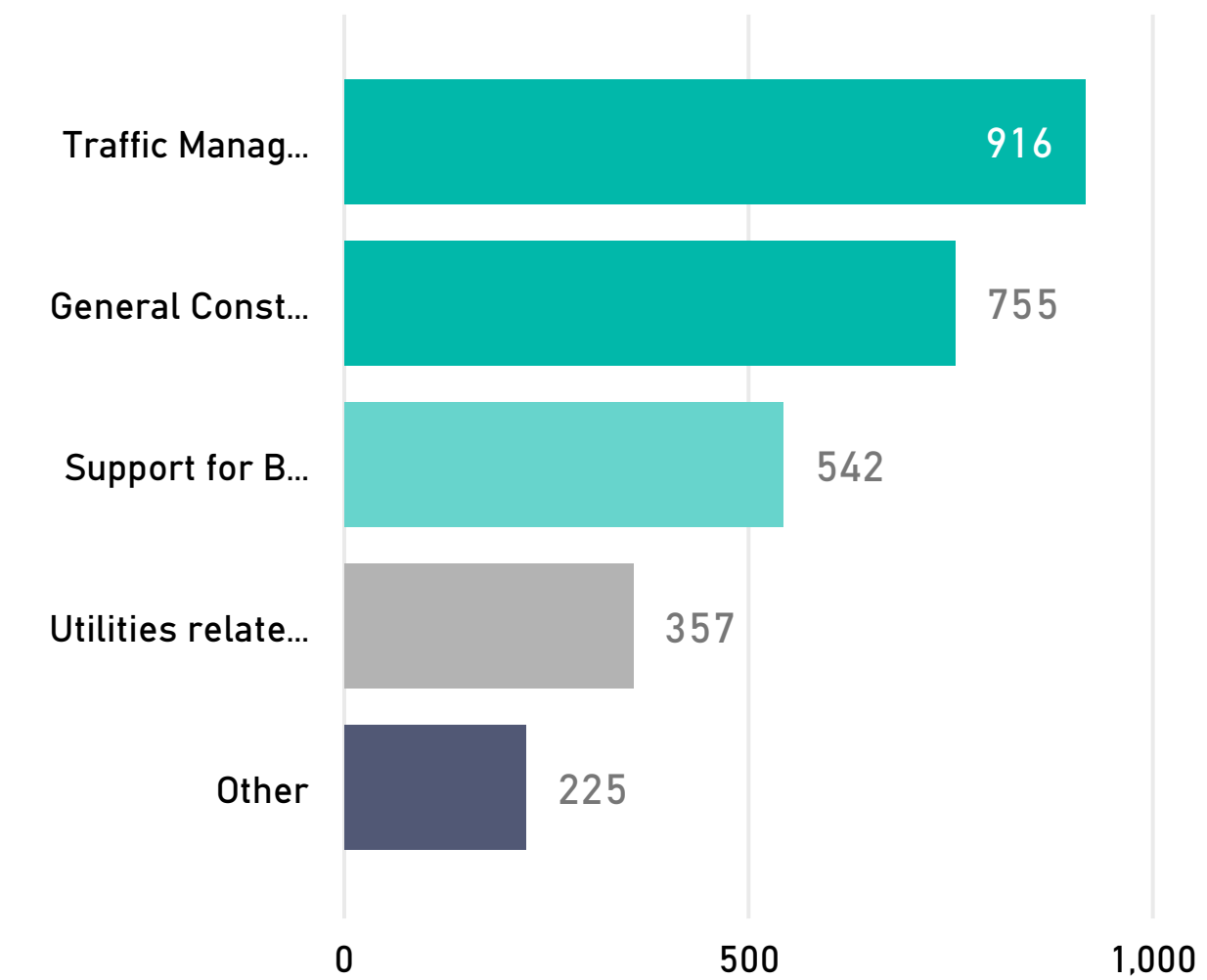
Number of Tickets By Week



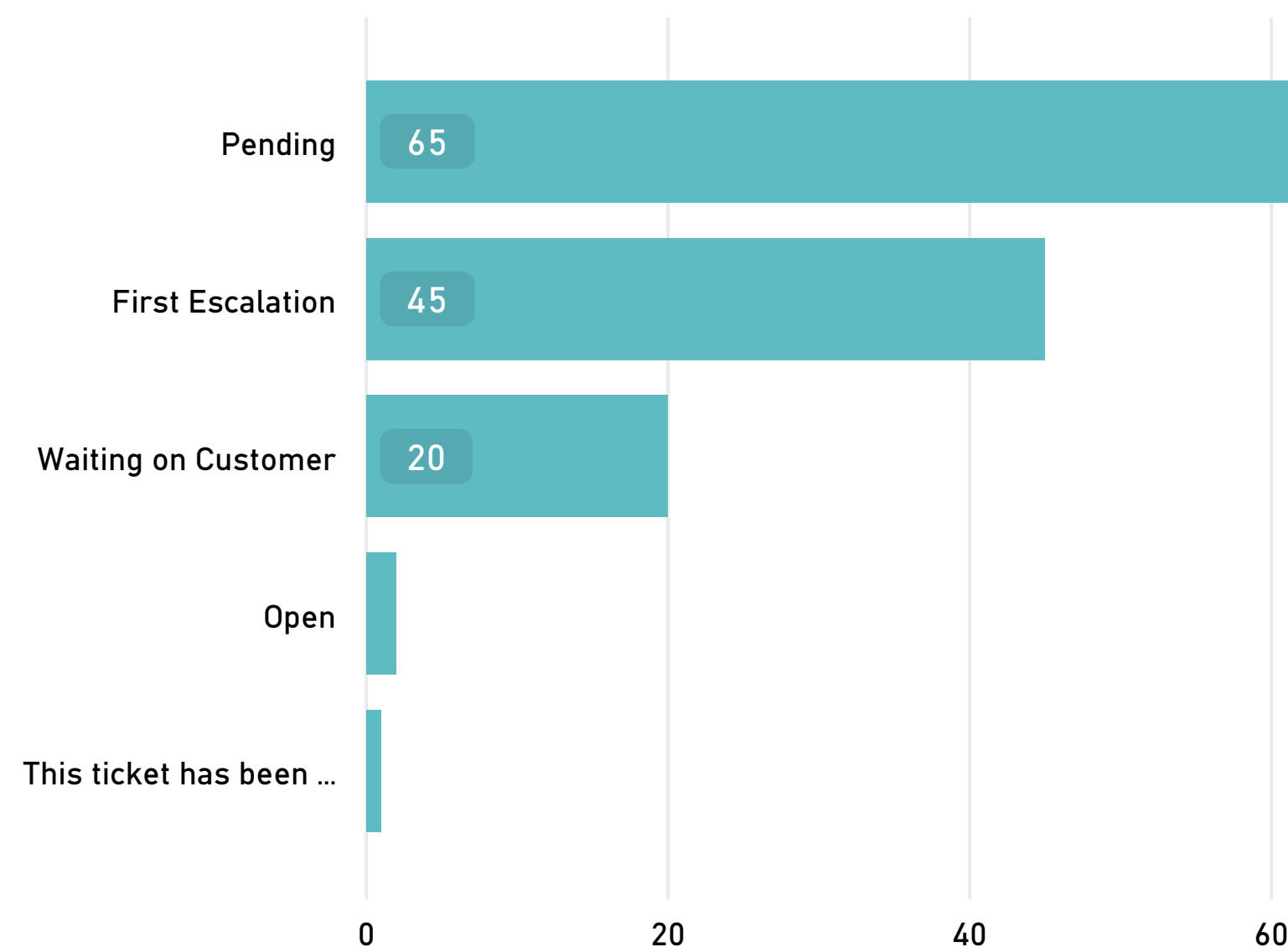
Source of Enquiries



Top 5 Enquiry Types



Number of Unresolved Tickets by Status



Longest Enquiries

Type	Ave. Hours to Resolve
Not for SFN	270.0
Constitution Street Site excavation	167.0
Potential Claims	158.2
Parking	128.1
Utilities related (i.e. water switched off)	119.0
Support for Business	113.6
Waste	97.9

Average Time to Resolve (in hours) by Source

