

## Summary

Average Time to Resolve (in hours)

85.2

Number of Tickets Received (last 30 days)

262

Number of Tickets Received (Overall)

6447

Number of Tickets Resolved (last 30 days)

216

Number of Tickets Resolved (Overall)

6323

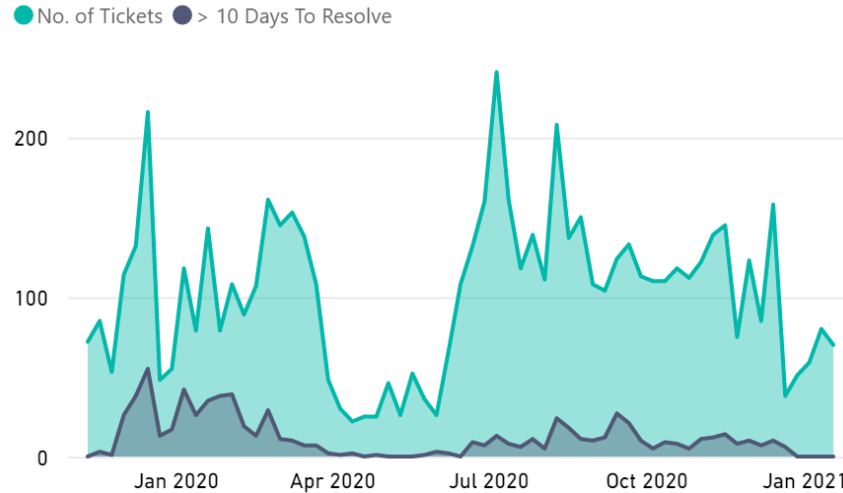
First Contact Resolution

77.5%

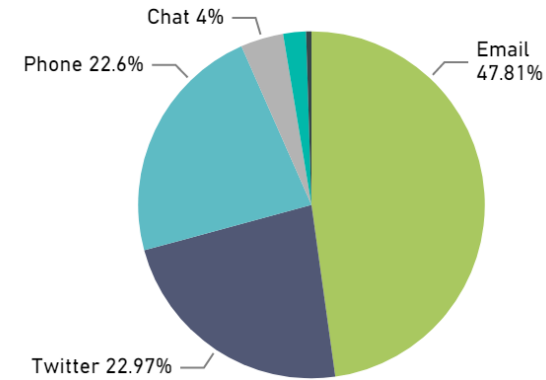
Number of Interactions

9464

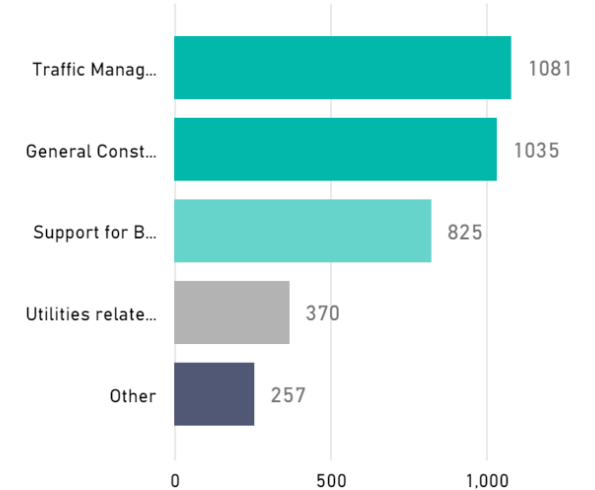
Number of Tickets By Week



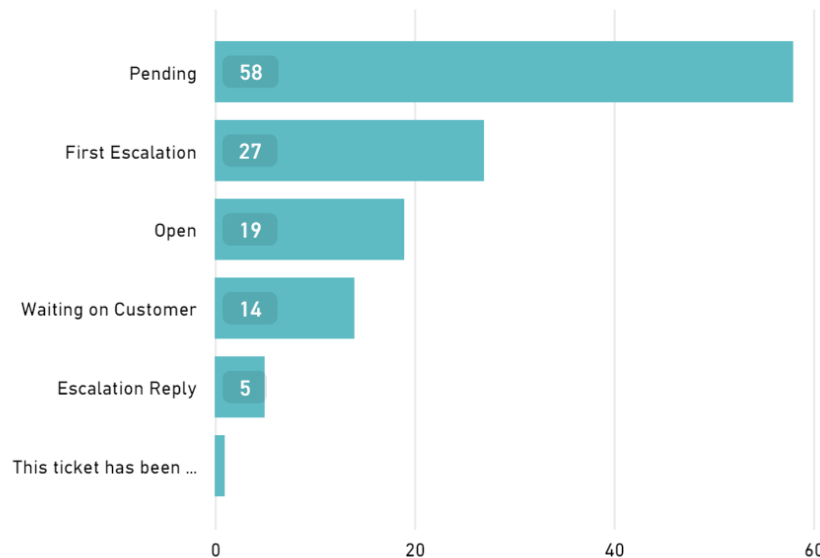
Source of Enquiries



Top 5 Enquiry Types



Number of Unresolved Tickets by Status



Longest Enquiries

Type	Ave. Hours to Resolve
Not for SFN	256.1
Constitution Street Site excavation	209.4
Potential Claims	160.7
Parking	128.3
Utilities related (i.e. water switched off)	117.4
Support for Business	111.1
Waste	110.9
Lothian Buses	99.7

Average Time to Resolve (in hours) by Source

