

Summary

Average Time to Resolve (in hours)

82.3

Number of Tickets Received (last 30 days)

389

Number of Tickets Received (Overall)

7192

Number of Tickets Resolved (last 30 days)

325

Number of Tickets Resolved (Overall)

6980

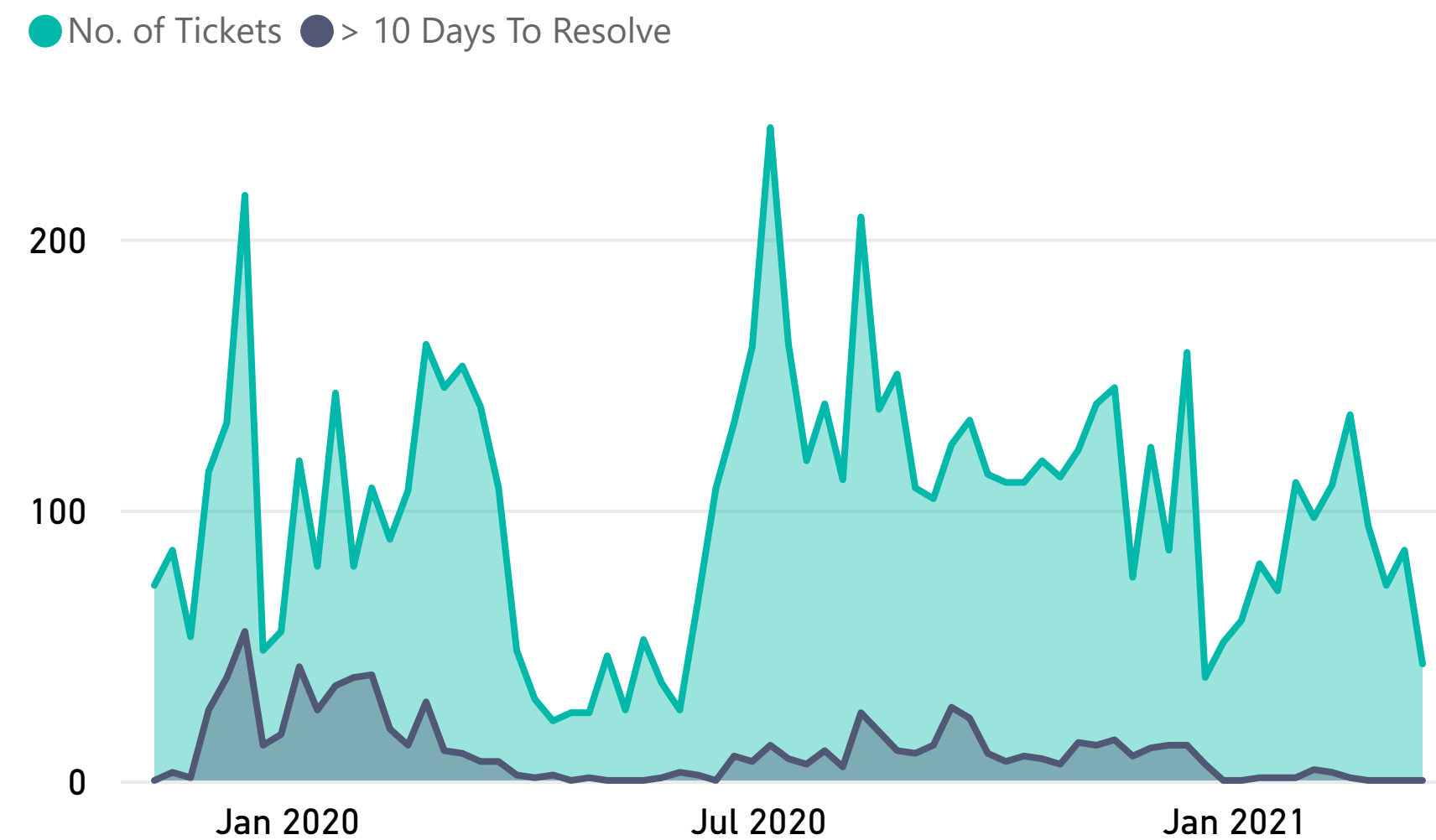
First Contact Resolution

78.2%

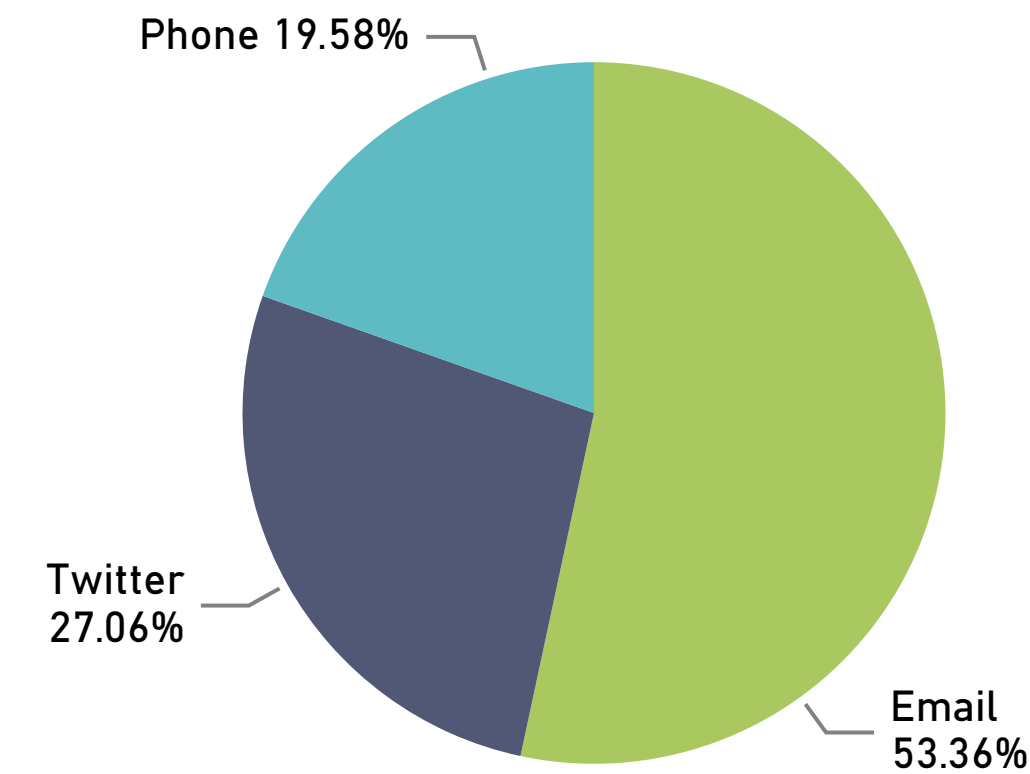
Number of Interactions

11K

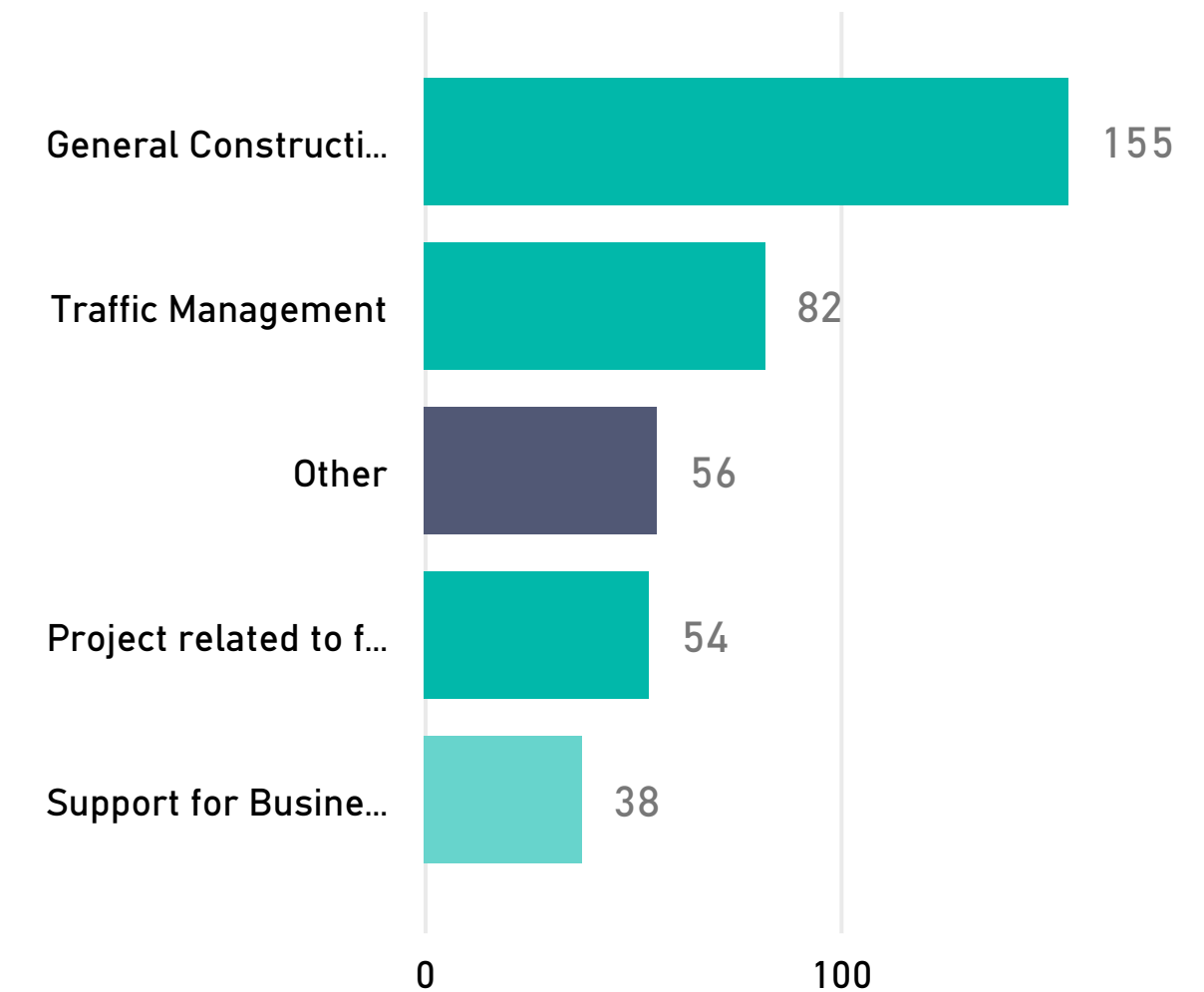
Number of Tickets by Week



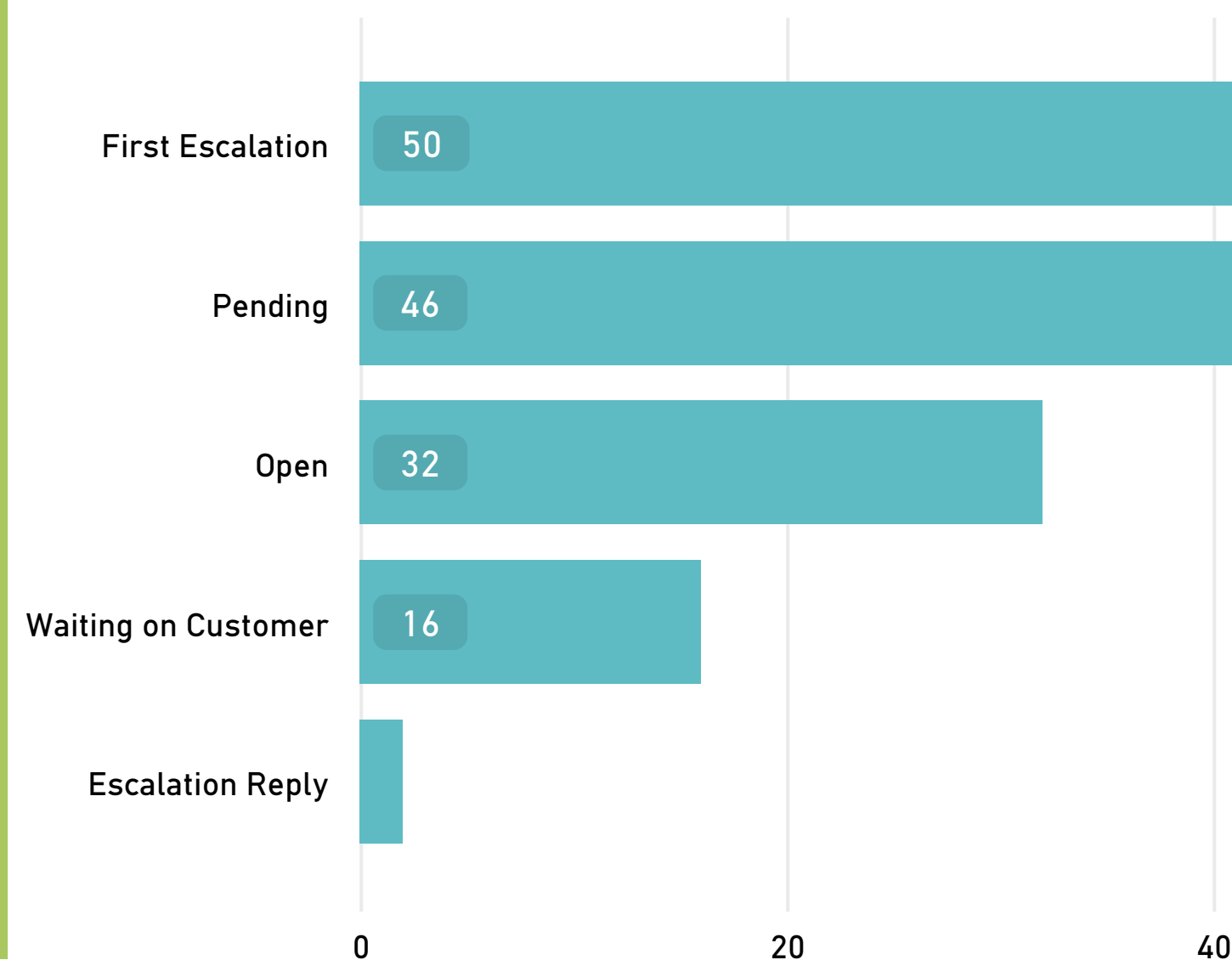
Source of Enquiries*



Top 5 Enquiry Types*



Number of Unresolved Tickets by Status*



Longest Enquiries*

Type	Ave. Hours to Resolve
Lothian Buses	236.9
Parking	56.8
Logistics hubs	43.2
Leith Walk Running Lane	43.2
Public Realm Works	42.4
General Construction Works	33.1
Potential Claims	24.2
Other	24.2

Average Time to Resolve (in hours) by Source*

