

Summary

Average Time to Resolve (in hours)

89.2

Number of Tickets Received (last 30 days)

406

Number of Tickets Received (Overall)

7683

Number of Tickets Resolved (last 30 days)

326

Number of Tickets Resolved (Overall)

7460

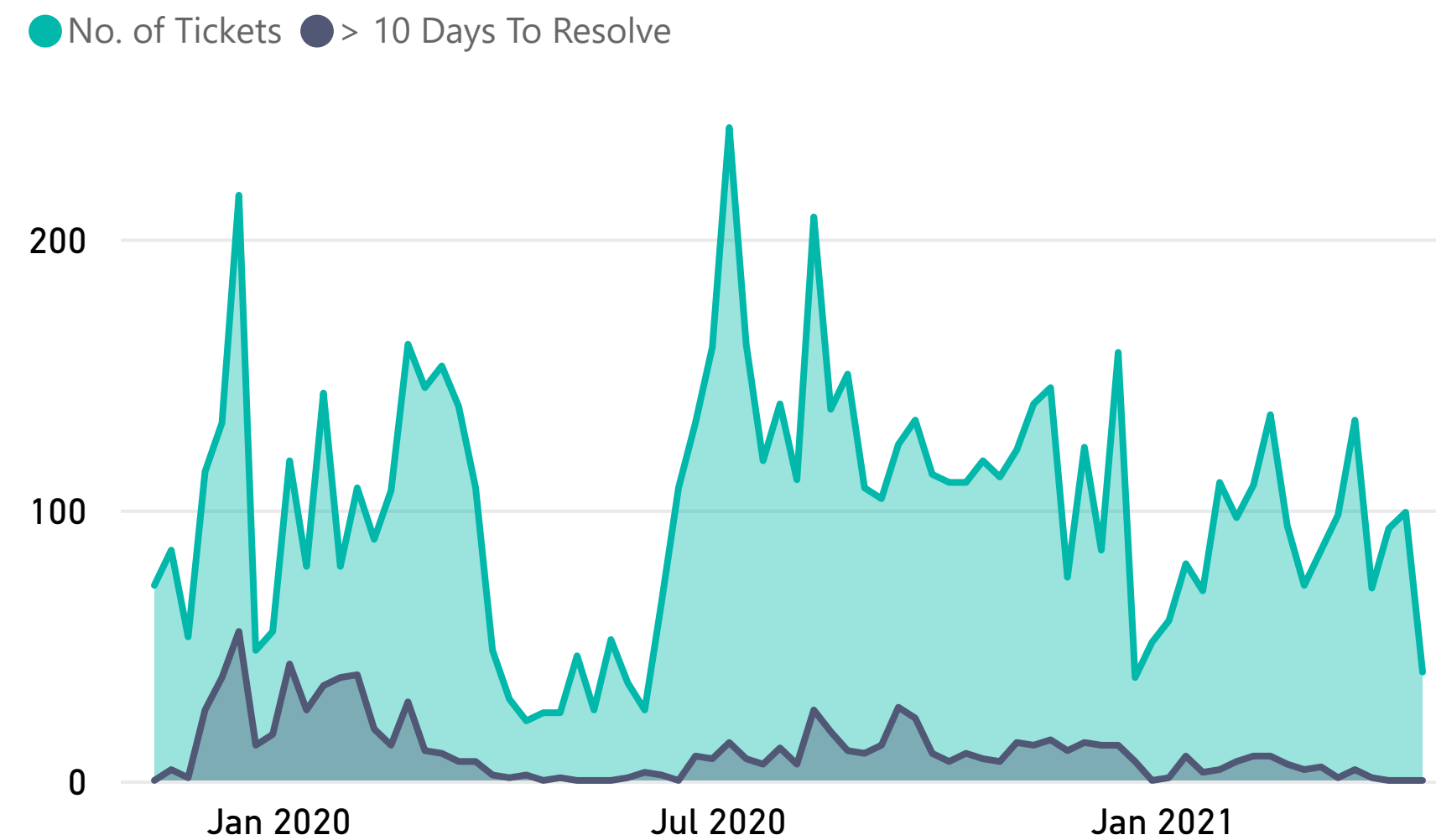
First Contact Resolution

78.4%

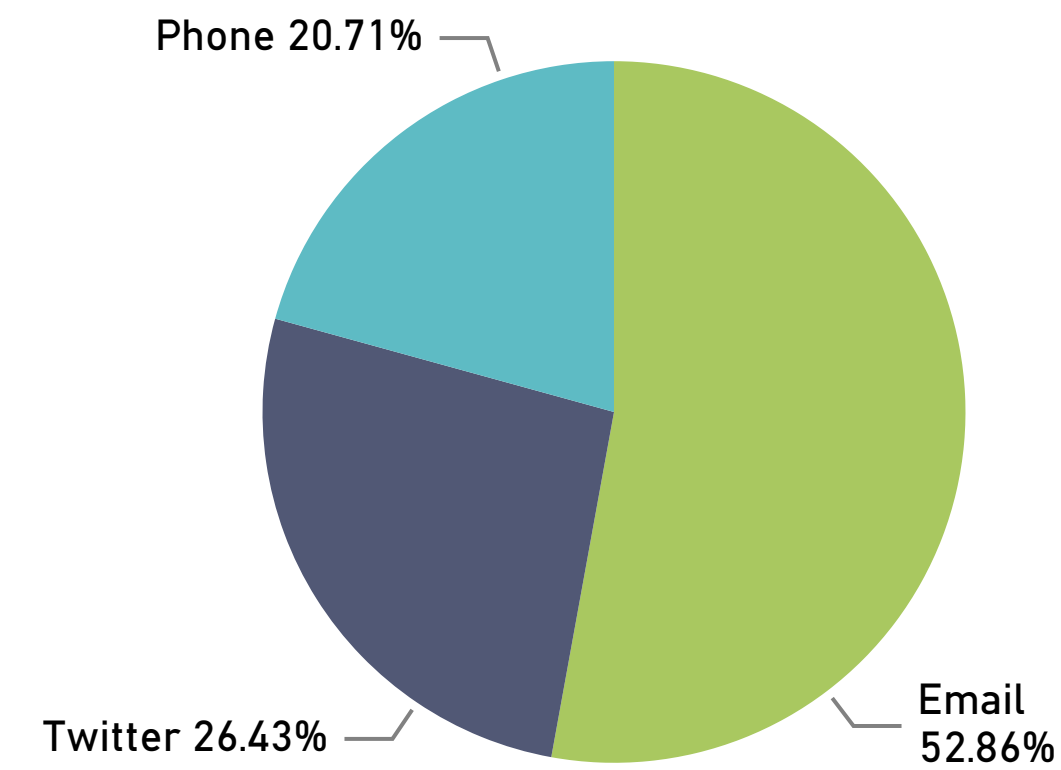
Number of Interactions

11K

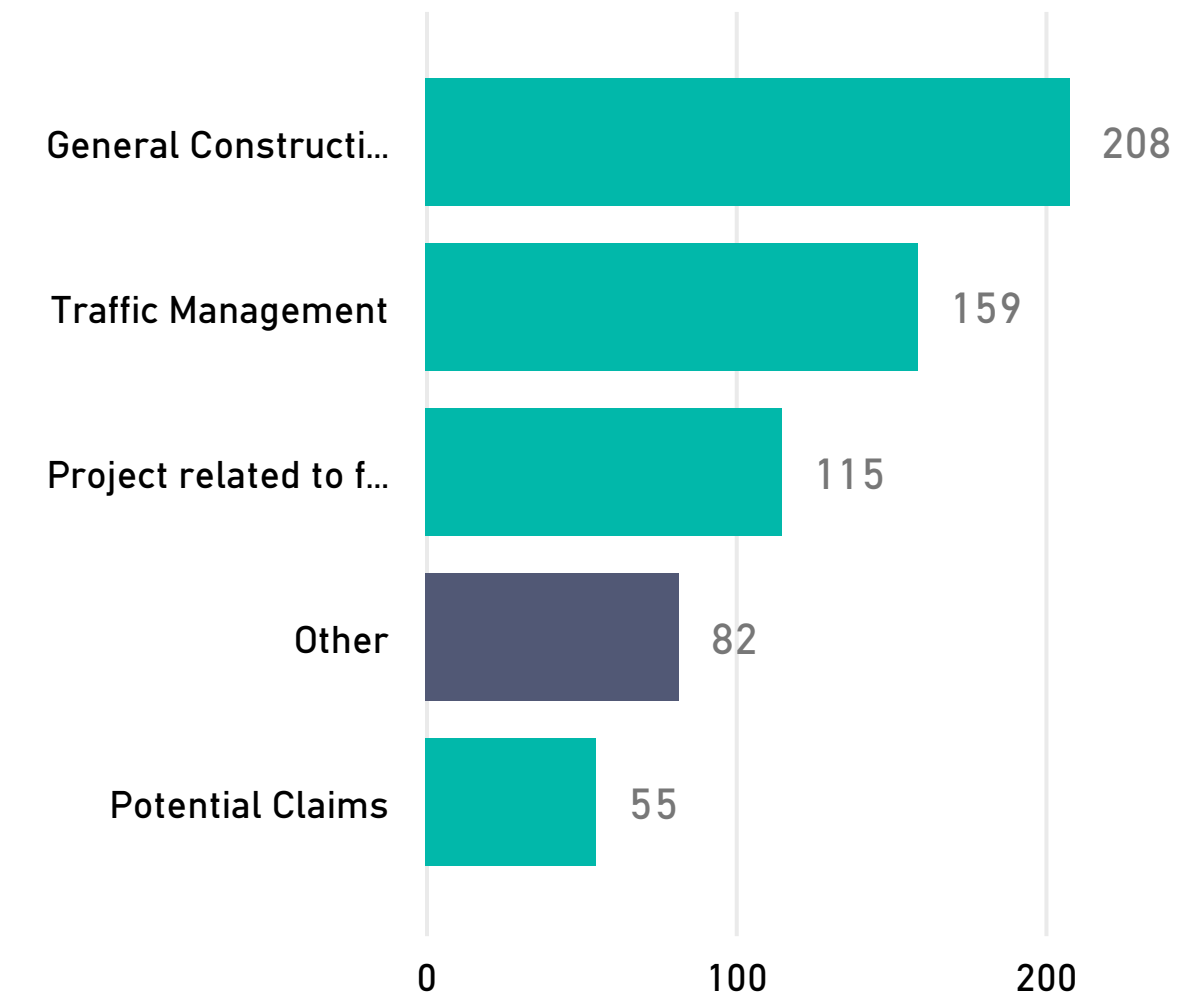
Number of Tickets by Week



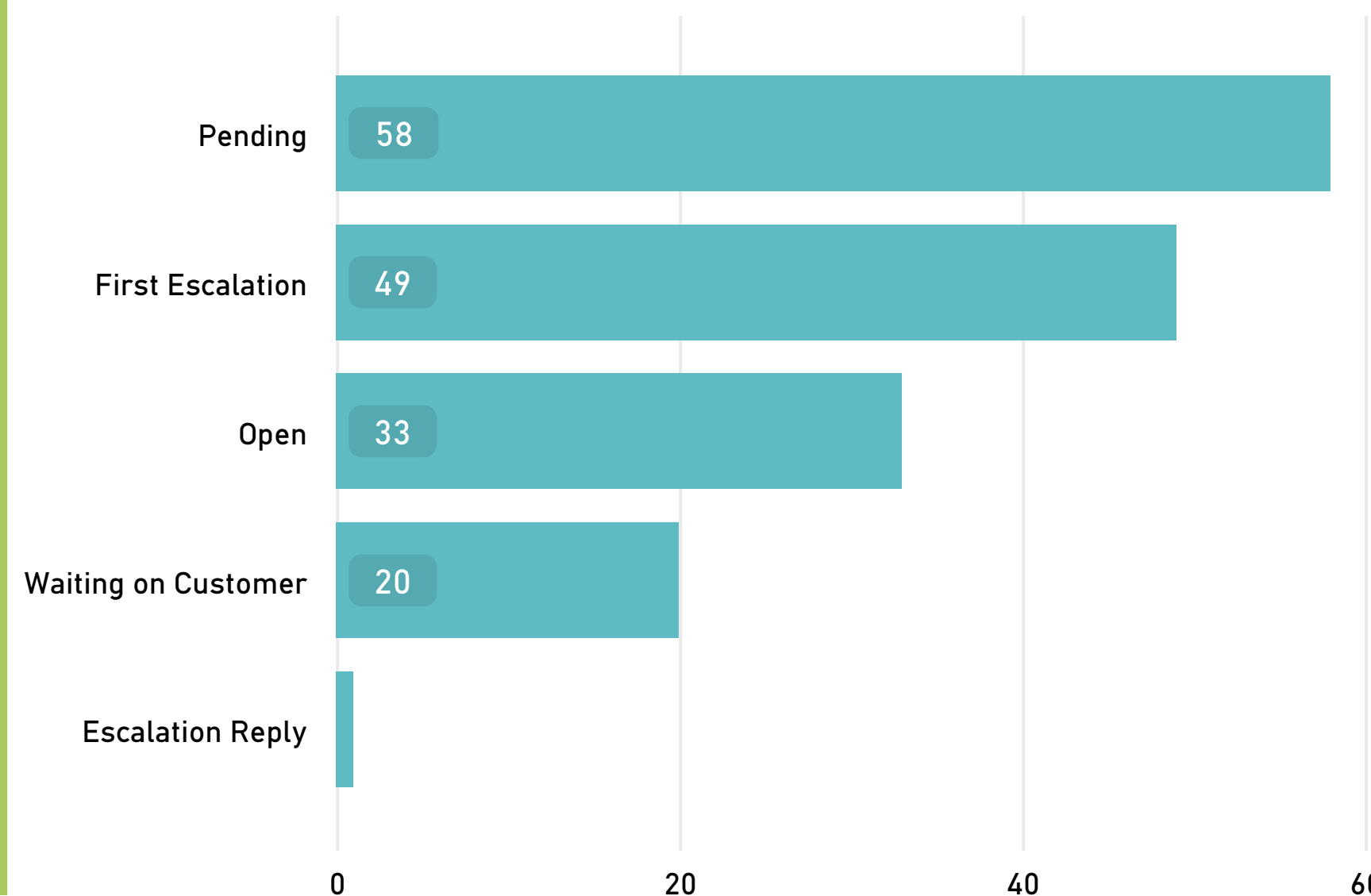
Source of Enquiries*



Top 5 Enquiry Types*



Number of Unresolved Tickets by Status*



Longest Enquiries*

Type	Ave. Hours to Resolve
Business Continuity Fund	161.8
Lothian Buses	118.4
General Construction Works	106.3
Potential Claims	90.6
Logistics hubs	75.7
Traffic Management	73.1
Post Construction	70.4
Parking	63.3

Average Time to Resolve (in hours) by Source*

