

## Summary

Average Time to Resolve (in hours)

90.5

Number of Tickets Received (last 30 days)

380

Number of Tickets Received (Overall)

8035

Number of Tickets Resolved (last 30 days)

322

Number of Tickets Resolved (Overall)

7834

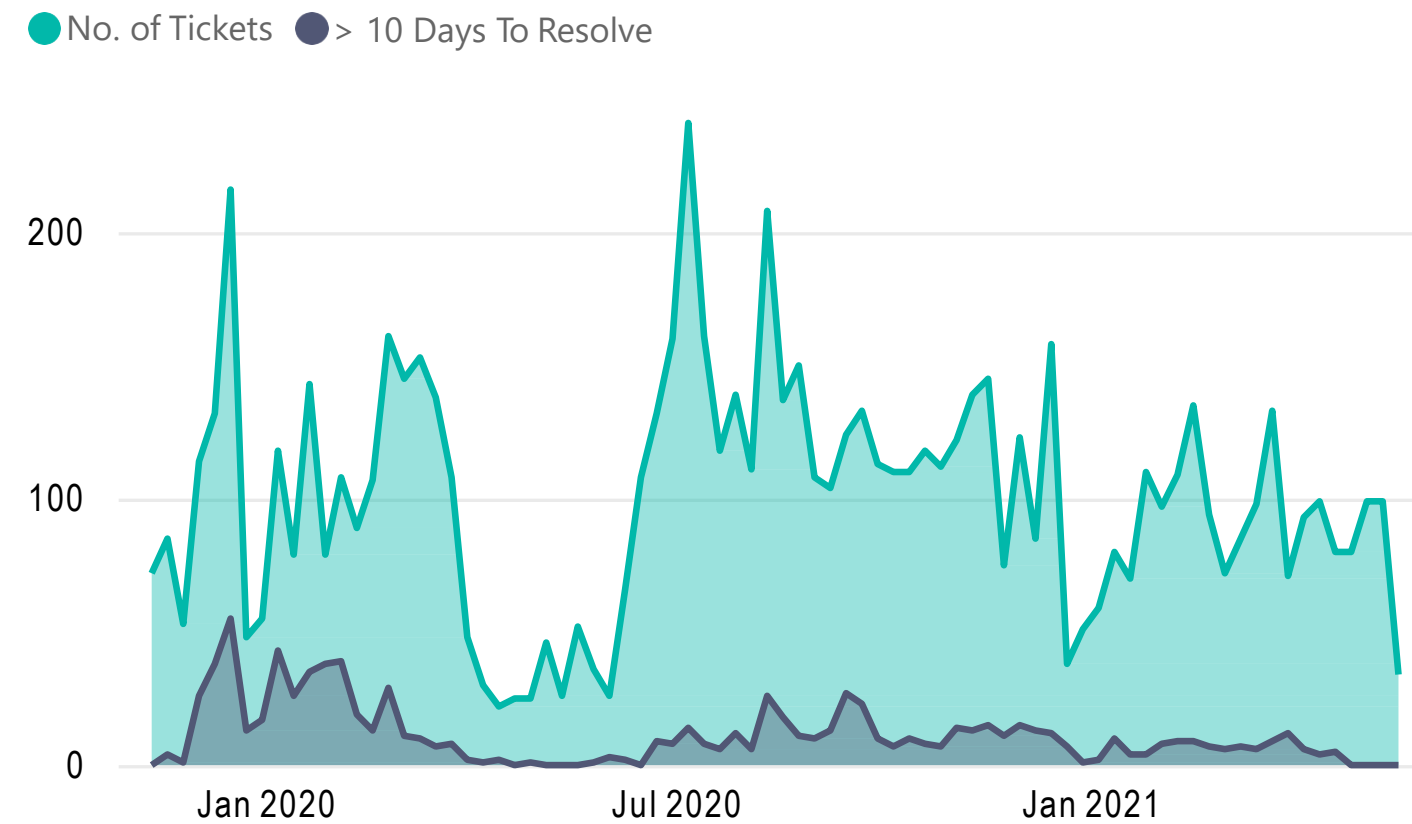
First Contact Resolution

78.2%

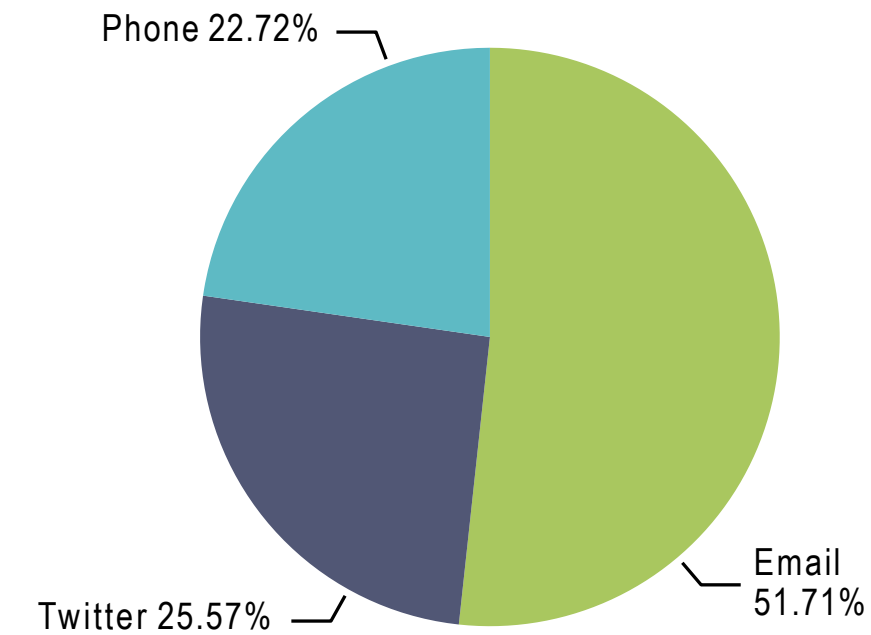
Number of Interactions

12K

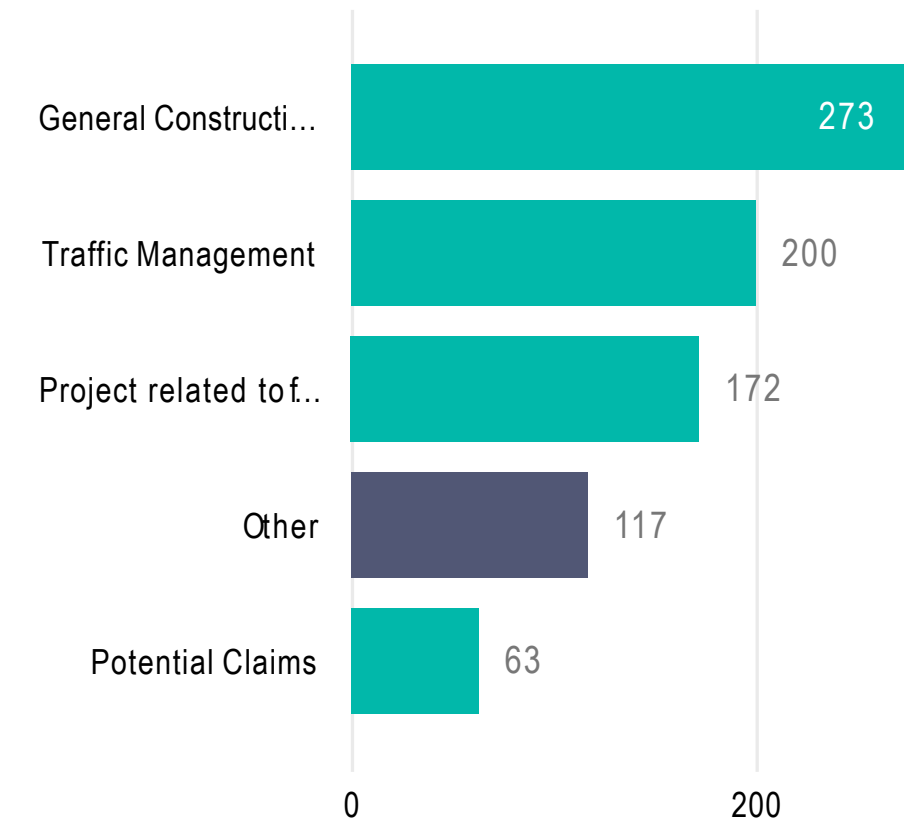
Number of Tickets by Week



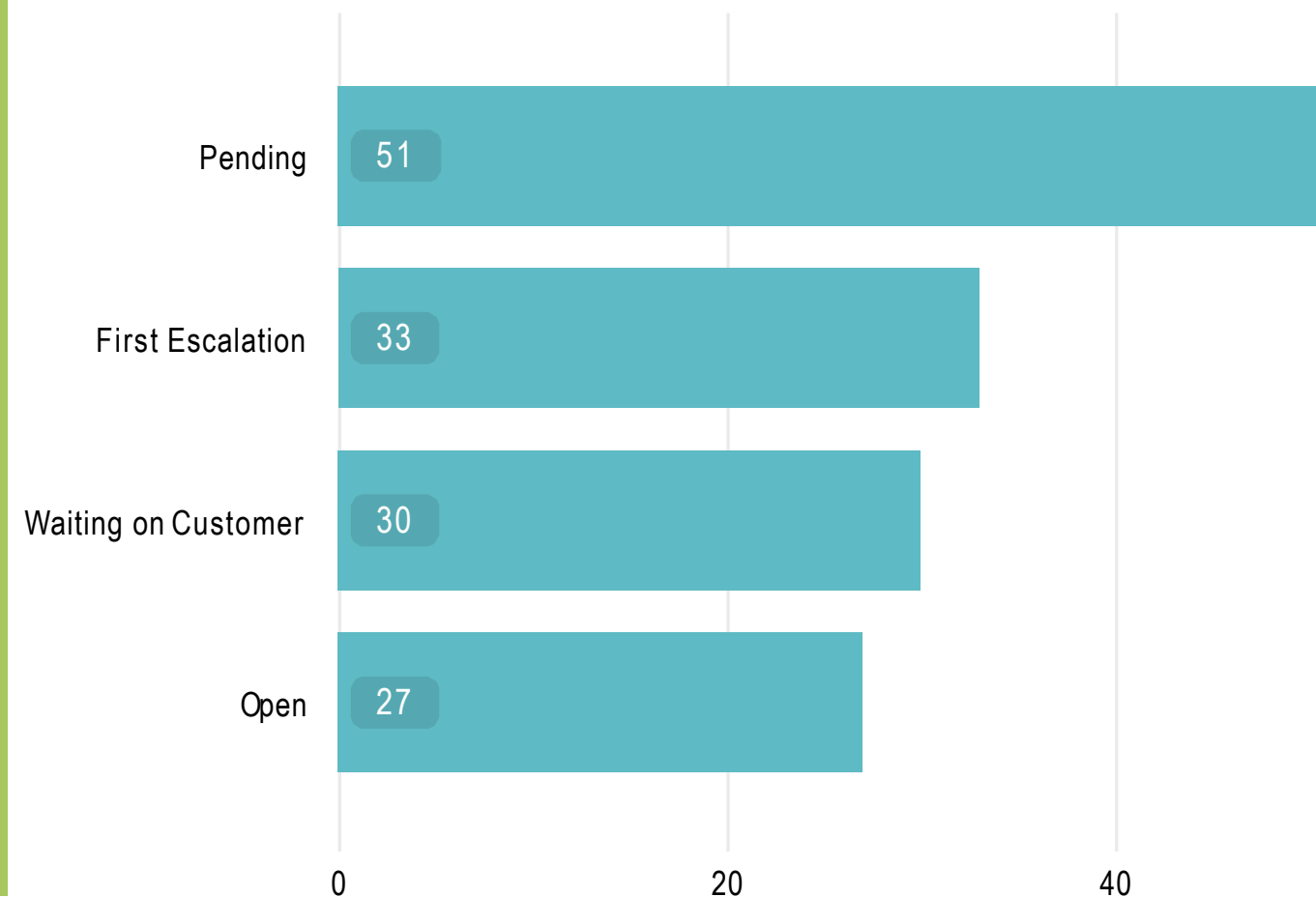
Source of Enquiries\*



Top 5 Enquiry Types\*



Number of Unresolved Tickets by Status\*



Longest Enquiries\*

Type	Ave. Hours to Resolve
Lothian Buses	308.1
Potential Claims	130.8
Business Continuity Fund	120.0
General Construction Works	110.1
Traffic Management	99.6
Cycling	80.2
Post Construction	70.4
Logistics hubs	68.0

Average Time to Resolve (in hours) by Source\*

