

Summary

Average Time to Resolve (in hours)

92.2

Number of Tickets Received (last 30 days)

400

Number of Tickets Received (Overall)

8876

Number of Tickets Resolved (last 30 days)

323

Number of Tickets Resolved (Overall)

8632

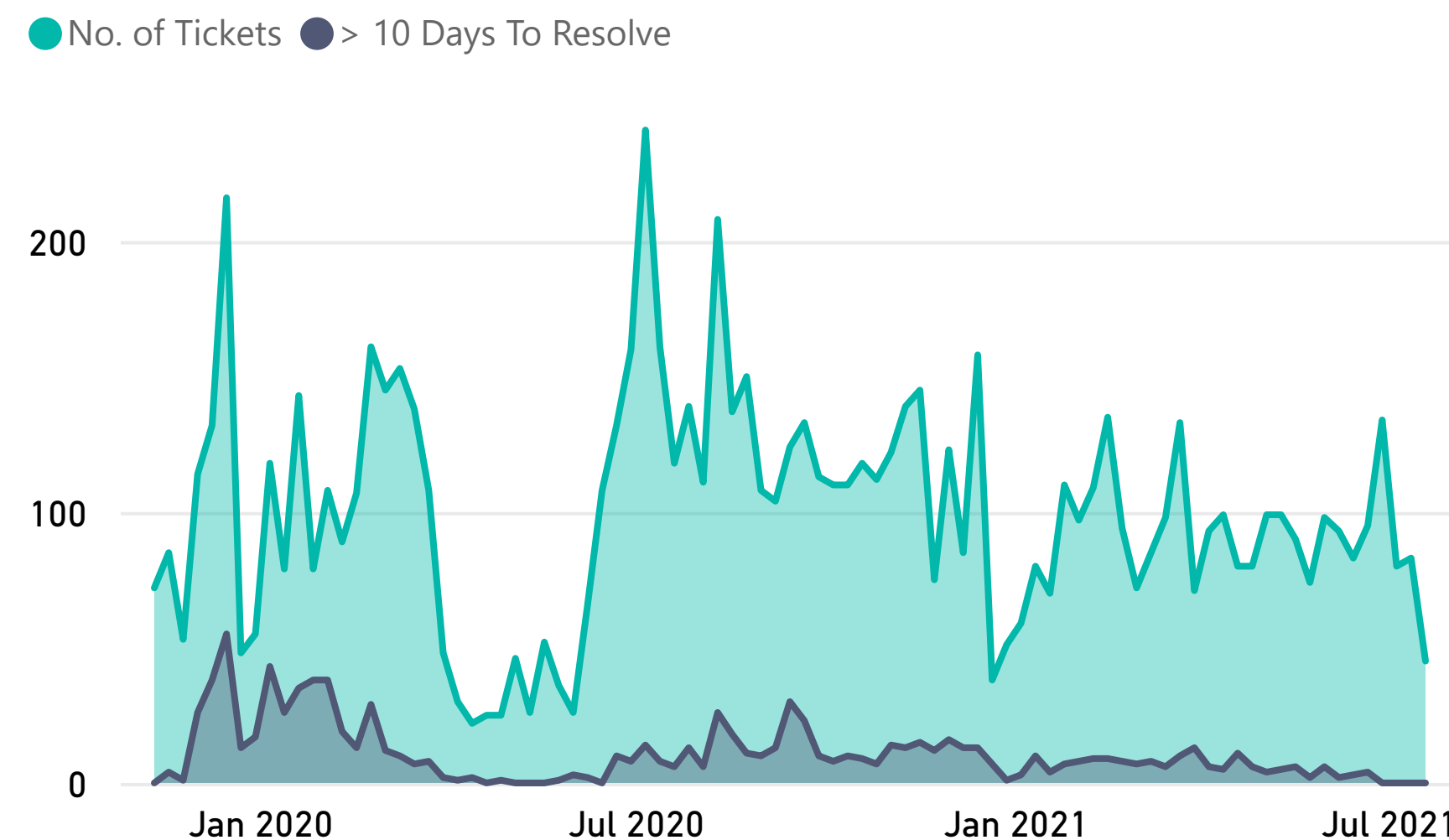
First Contact Resolution

78.5%

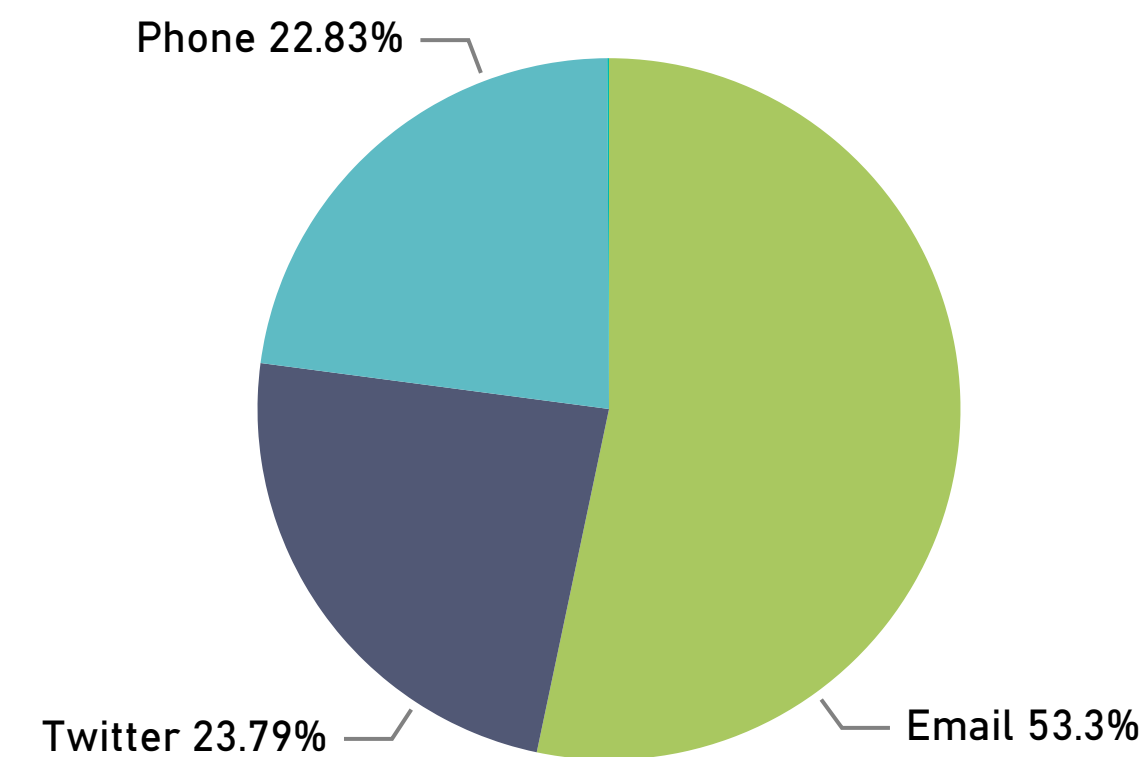
Number of Interactions

13K

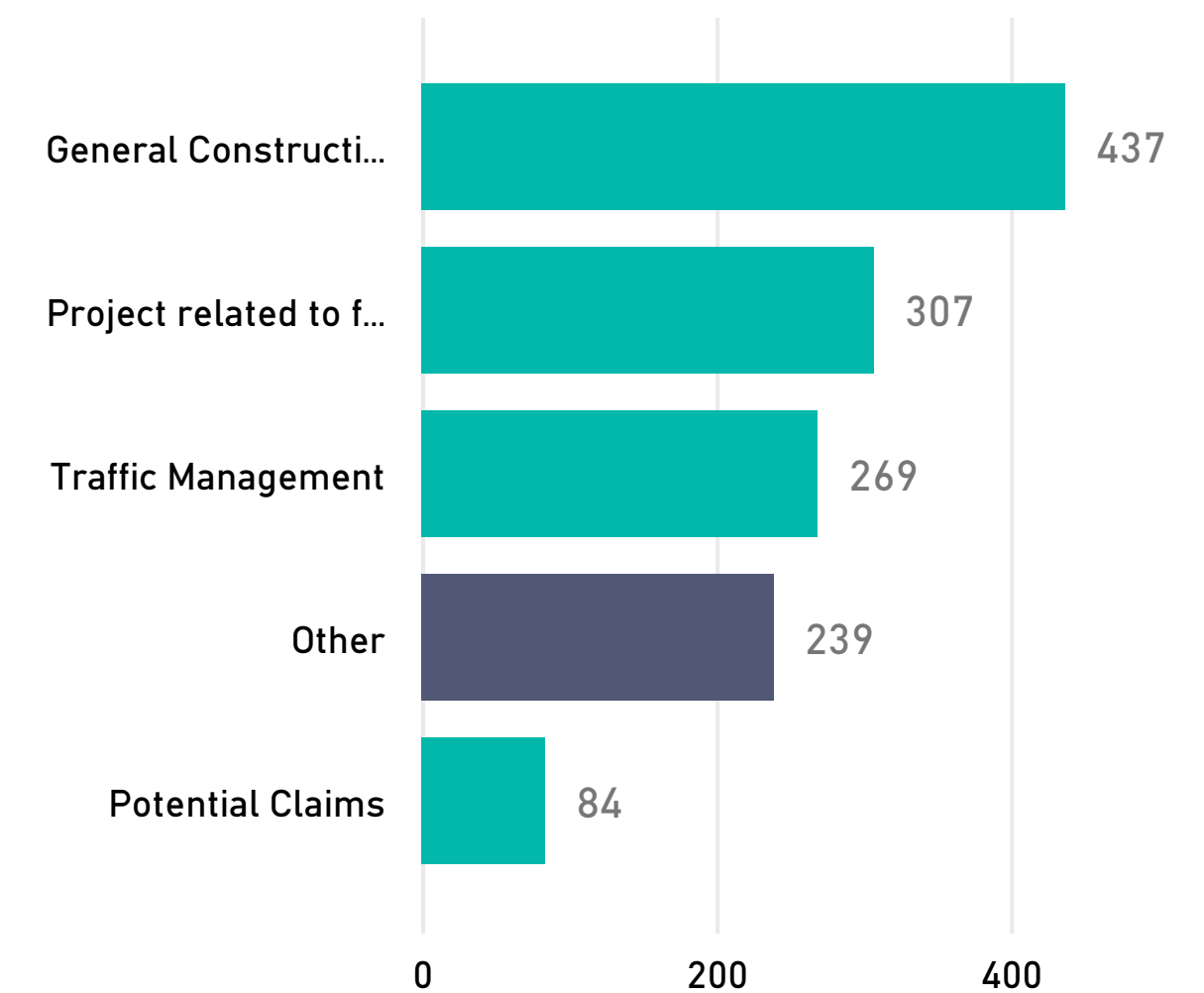
Number of Tickets by Week



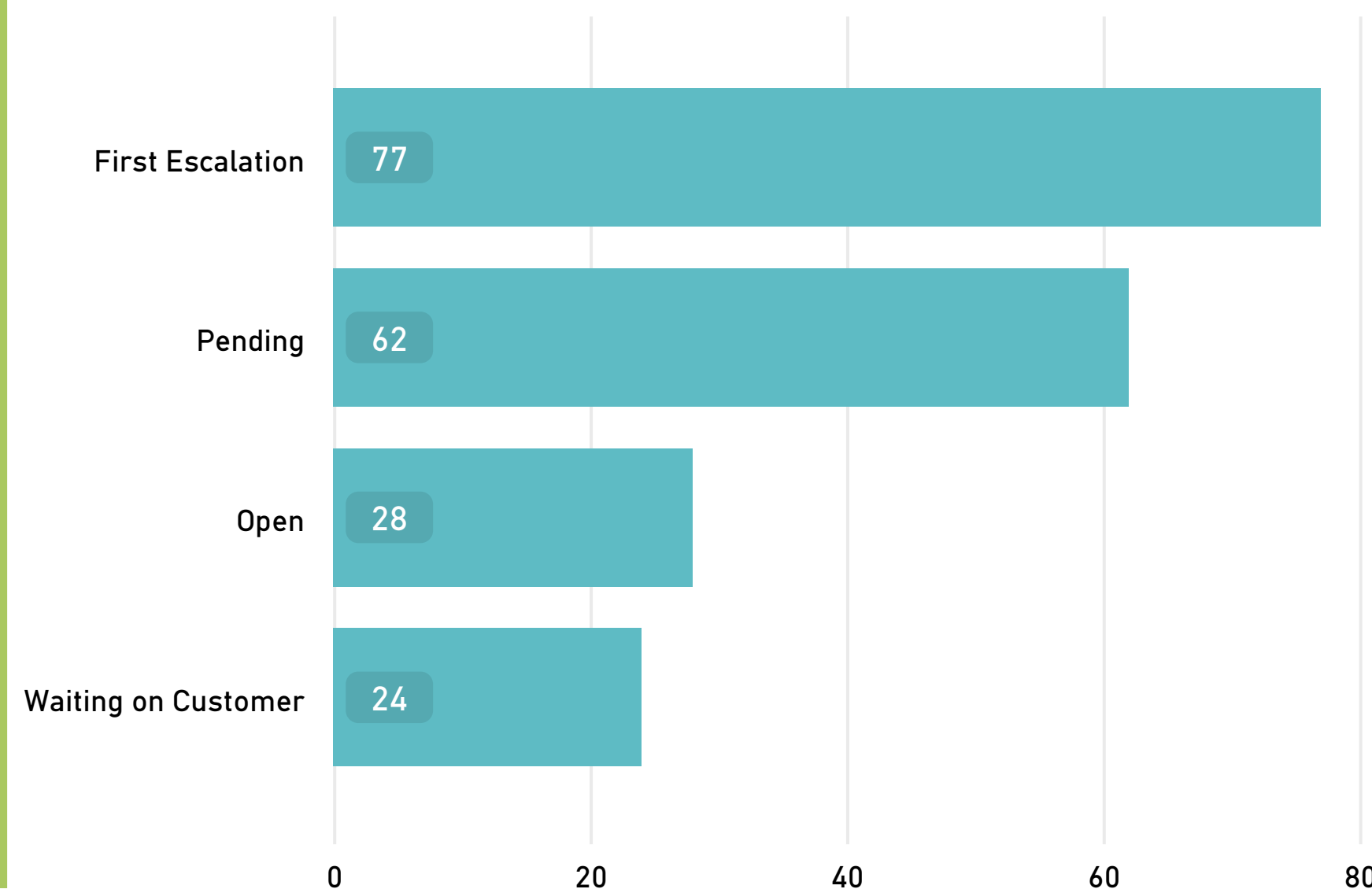
Source of Enquiries*



Top 5 Enquiry Types*



Number of Unresolved Tickets by Status*



Longest Enquiries*

Type	Ave. Hours to Resolve
Lothian Buses	238.4
Potential Claims	166.9
Business Continuity Fund	153.4
General Construction Works	98.7
Traffic Management	95.8
Community Benefits	87.4
Timelines	83.1
Cycling	82.3

Average Time to Resolve (in hours) by Source*

