

Summary

Average Time to Resolve (in hours)

87.0

Number of Tickets Received (last 30 days)

309

Number of Tickets Received (Overall)

9750

Number of Tickets Resolved (last 30 days)

258

Number of Tickets Resolved (Overall)

9422

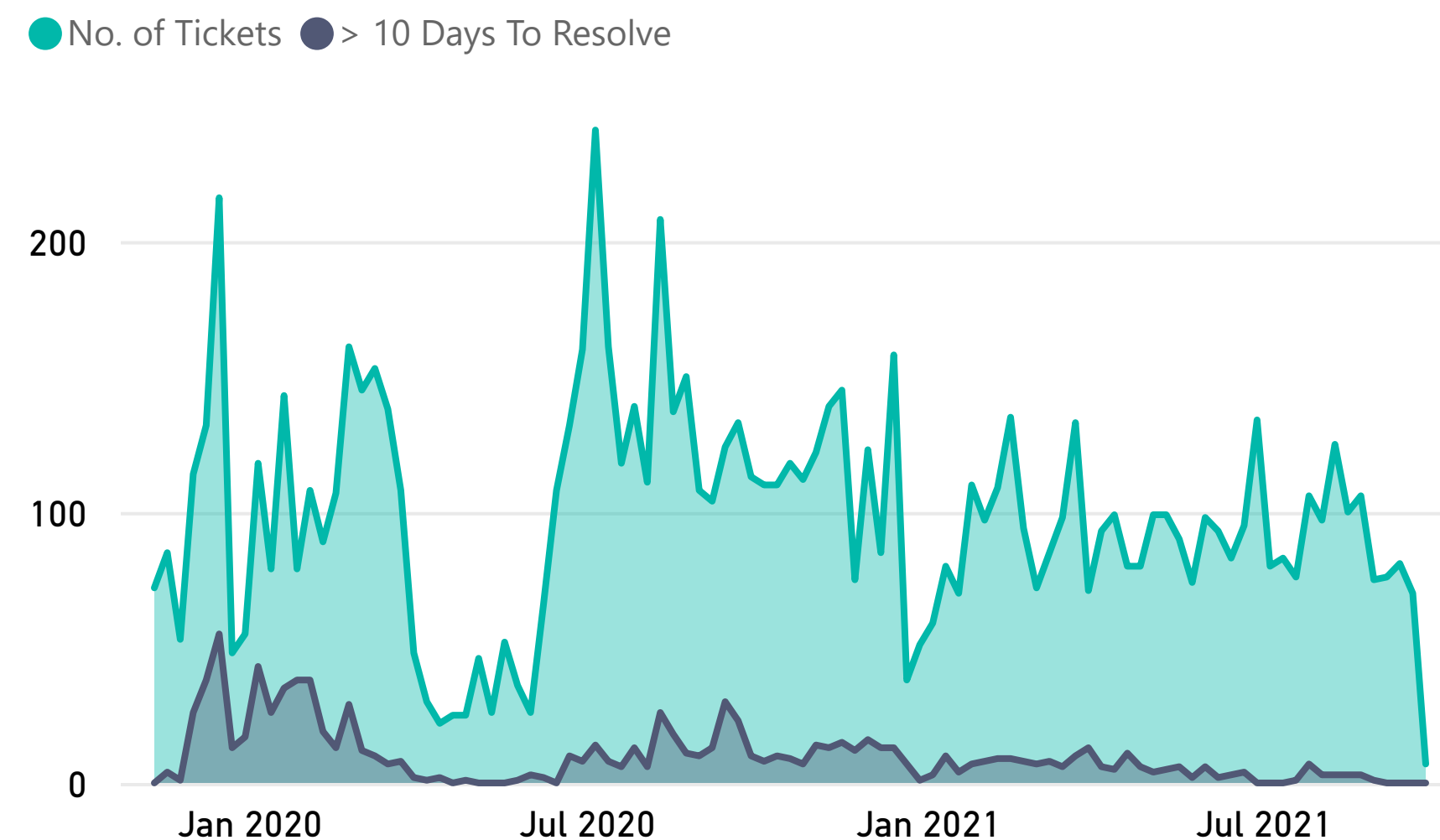
First Contact Resolution

78.7%

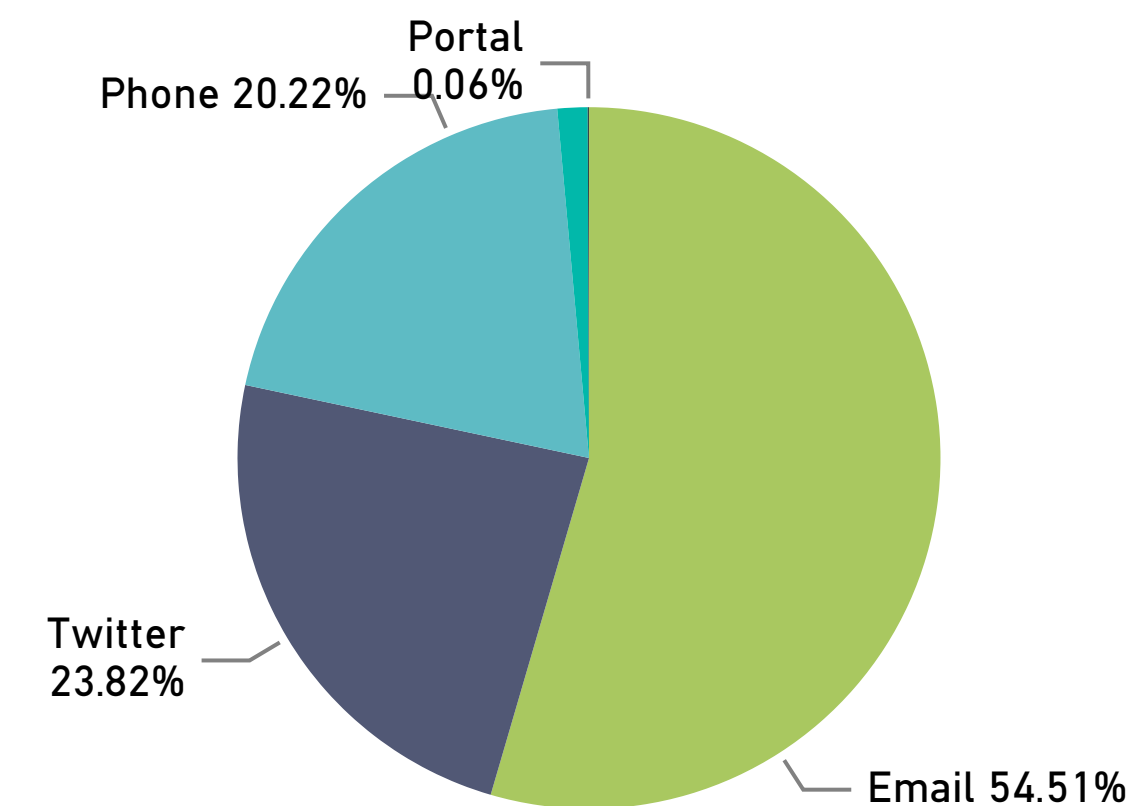
Number of Interactions

14K

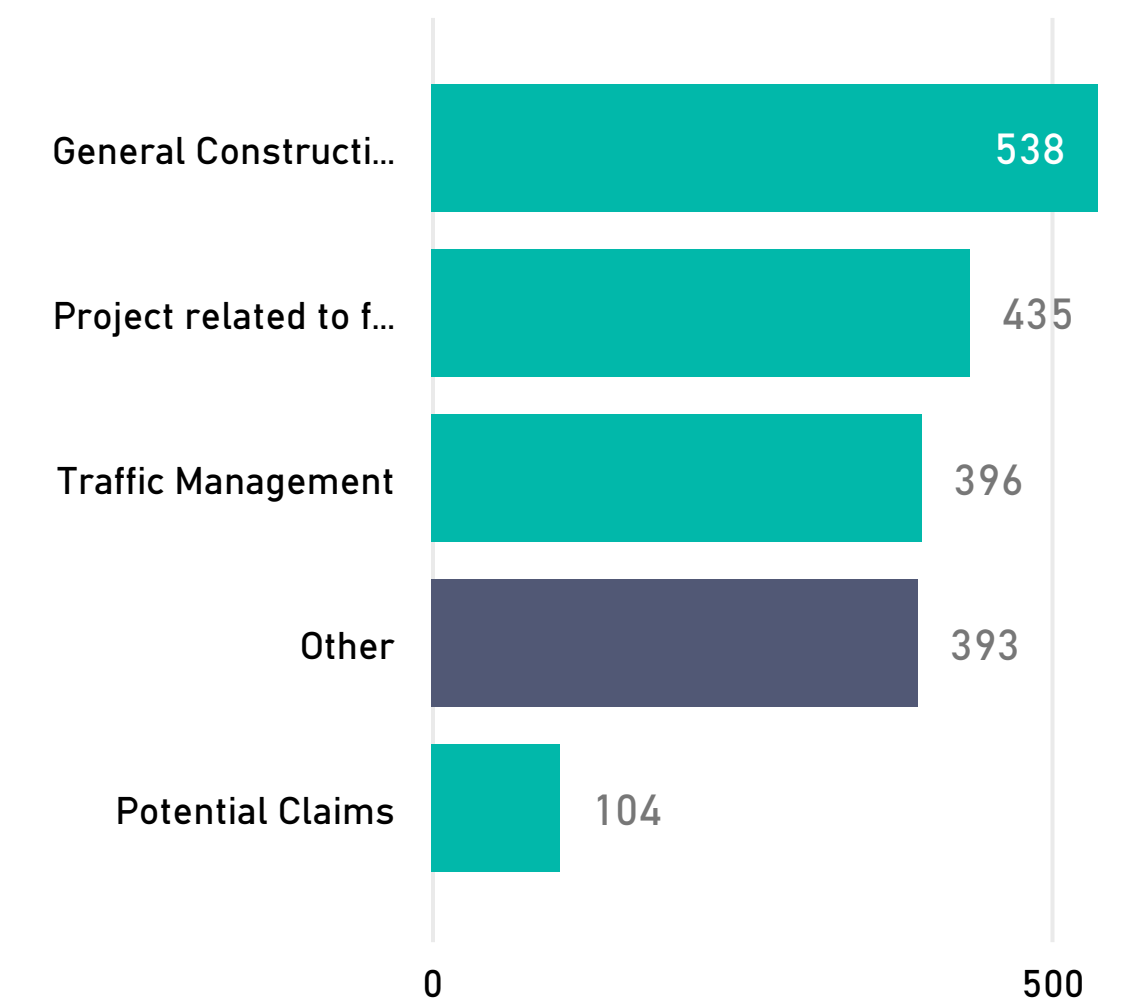
Number of Tickets by Week



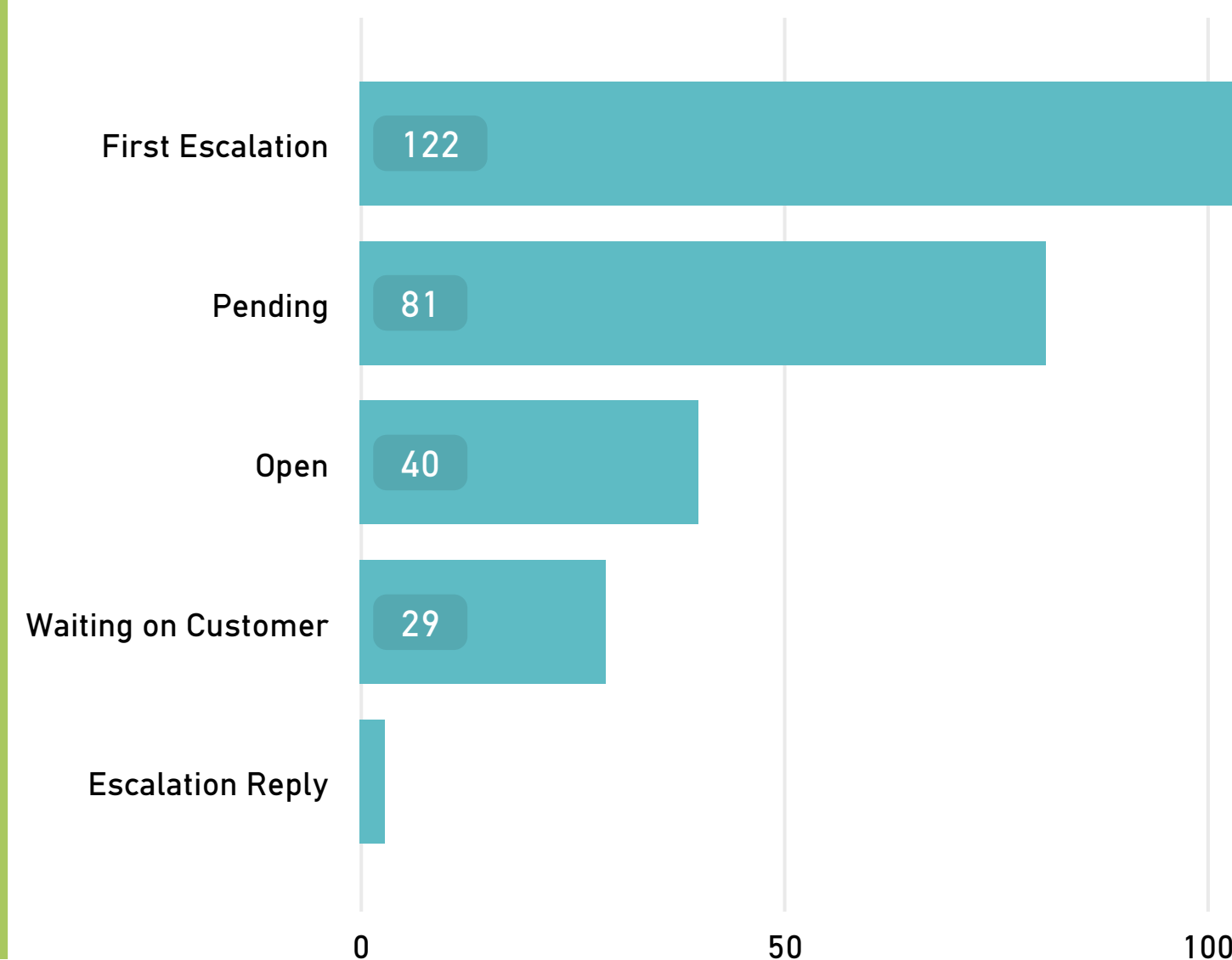
Source of Enquiries*



Top 5 Enquiry Types*



Number of Unresolved Tickets by Status*



Longest Enquiries*

Type	Ave. Hours to Resolve
Lothian Buses	183.8
Potential Claims	152.6
Business Continuity Fund	128.8
Considerate Constructors Scheme	100.5
General Construction Works	94.0
Traffic Management	85.4
Timelines	85.2
Cycling	78.2

Average Time to Resolve (in hours) by Source*

