

Summary

Average Time to Resolve (in hours)

86.1

Number of Tickets Received (last 30 days)

287

Number of Tickets Received (Overall)

9981

Number of Tickets Resolved (last 30 days)

202

Number of Tickets Resolved (Overall)

9587

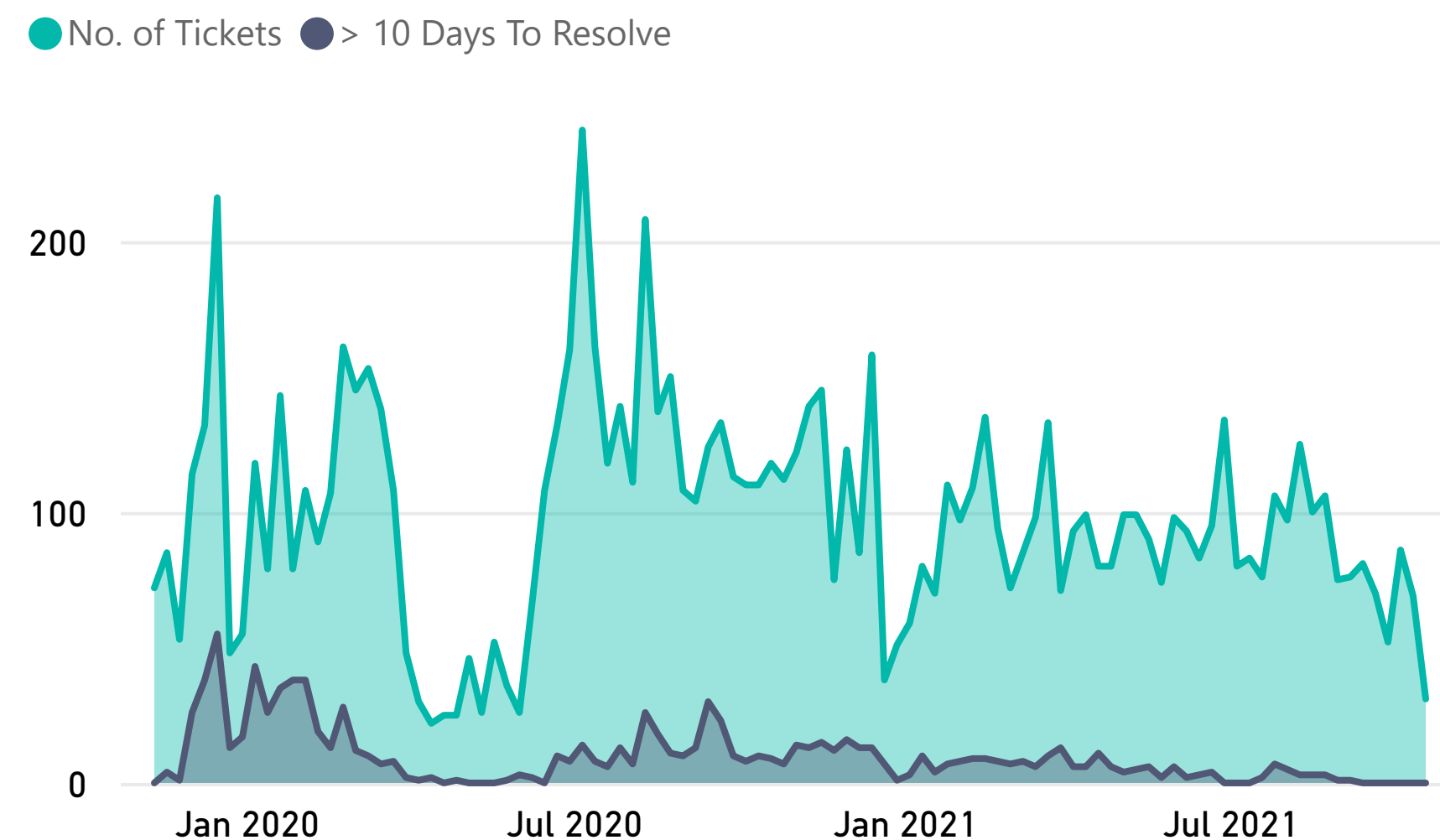
First Contact Resolution

78.9%

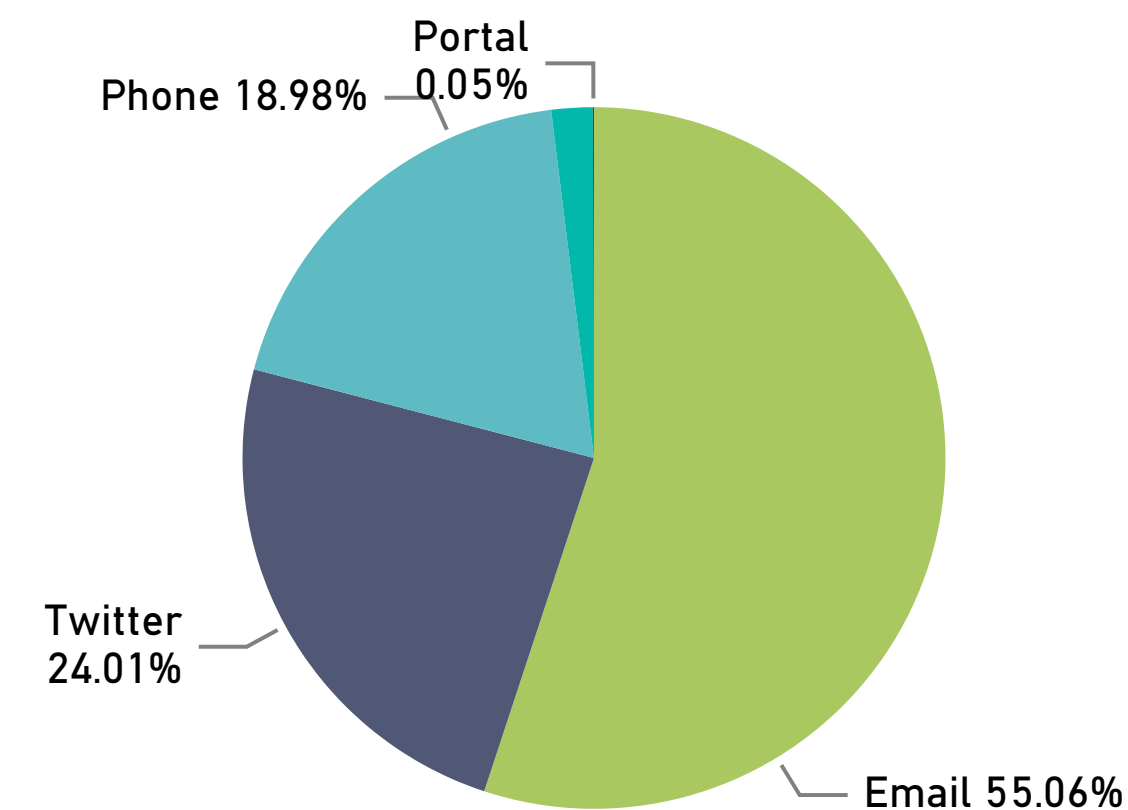
Number of Interactions

15K

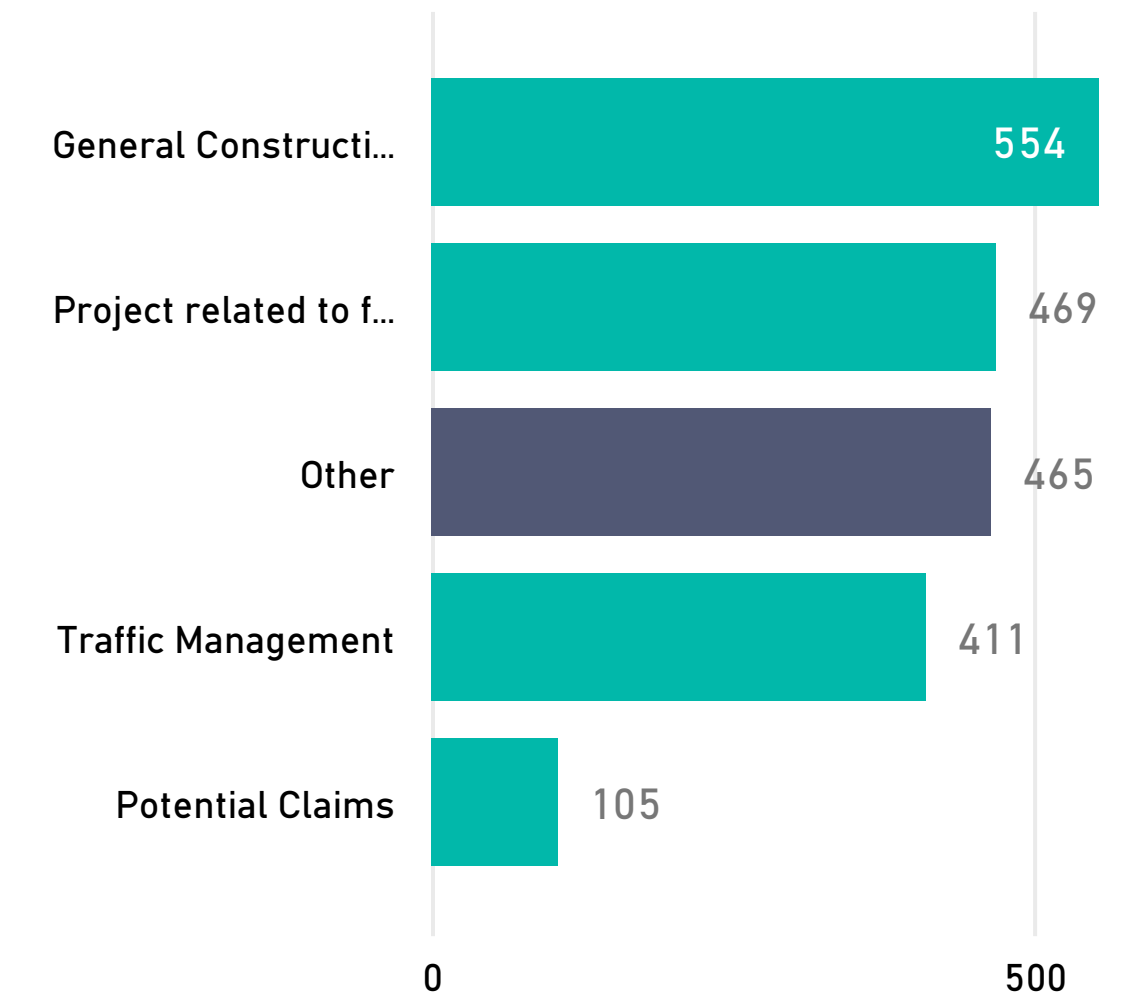
Number of Tickets by Week



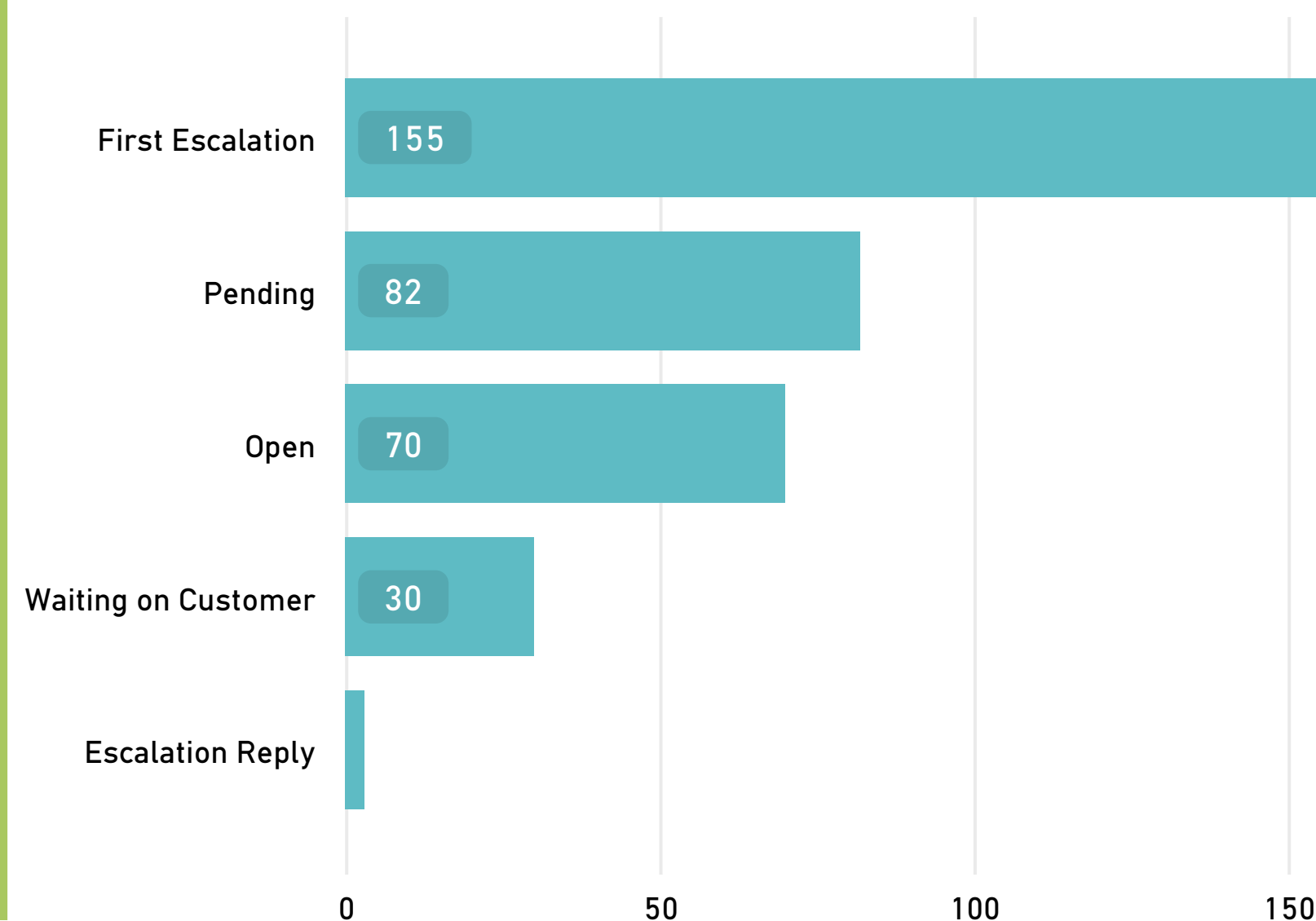
Source of Enquiries*



Top 5 Enquiry Types*



Number of Unresolved Tickets by Status*



Longest Enquiries*

Type	Ave. Hours to Resolve
Lothian Buses	183.8
Potential Claims	151.1
Business Continuity Fund	128.8
Considerate Constructors Scheme	100.5
General Construction Works	95.1
Traffic Management	82.5
Timelines	80.2
Support for Business	75.6

Average Time to Resolve (in hours) by Source*

