

## Summary

Average Time to Resolve (in hours)

85.5

Number of Tickets Received (last 30 days)

273

Number of Tickets Received (Overall)

10.25K

Number of Tickets Resolved (last 30 days)

193

Number of Tickets Resolved (Overall)

9803

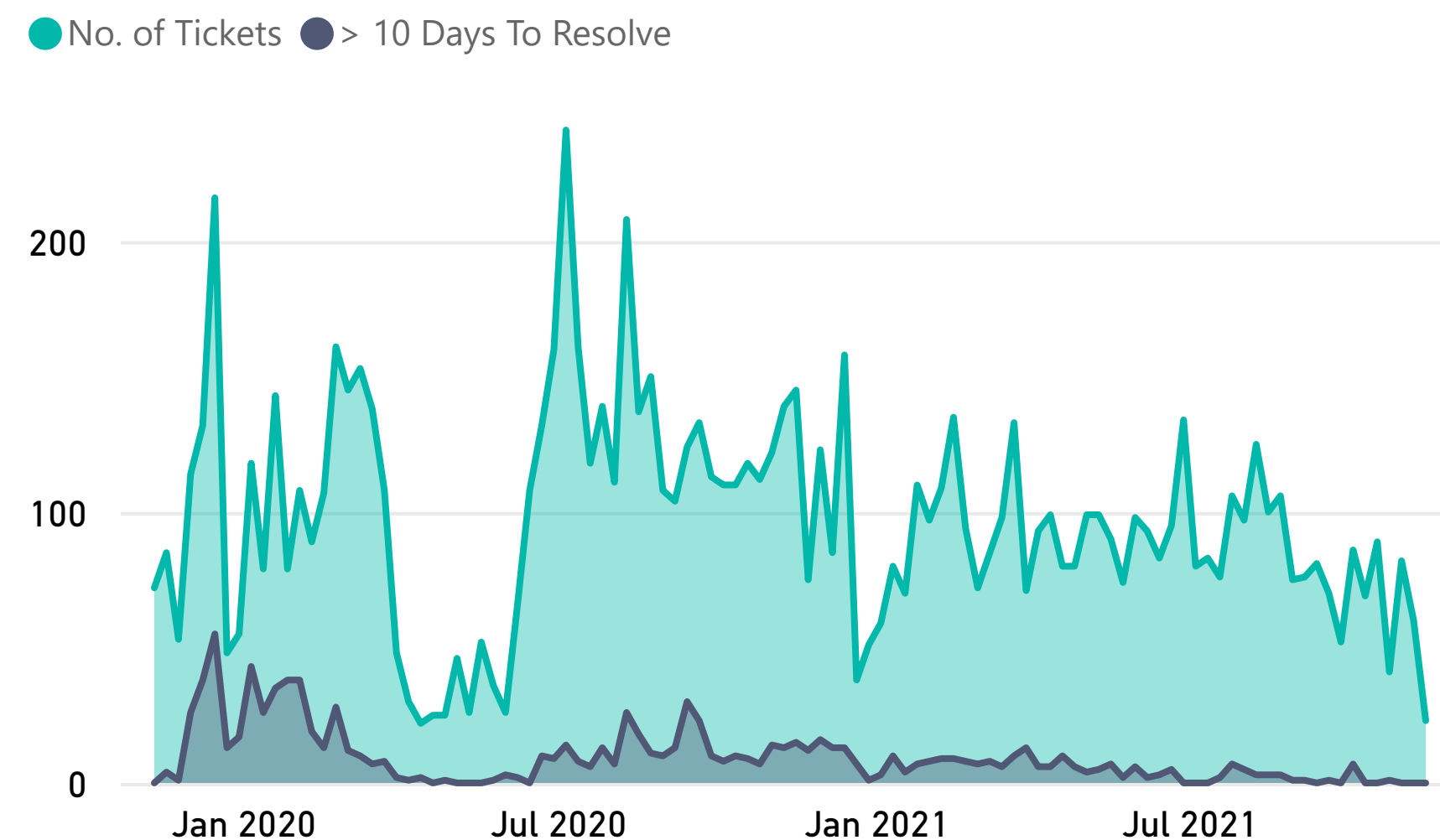
First Contact Resolution

79.1%

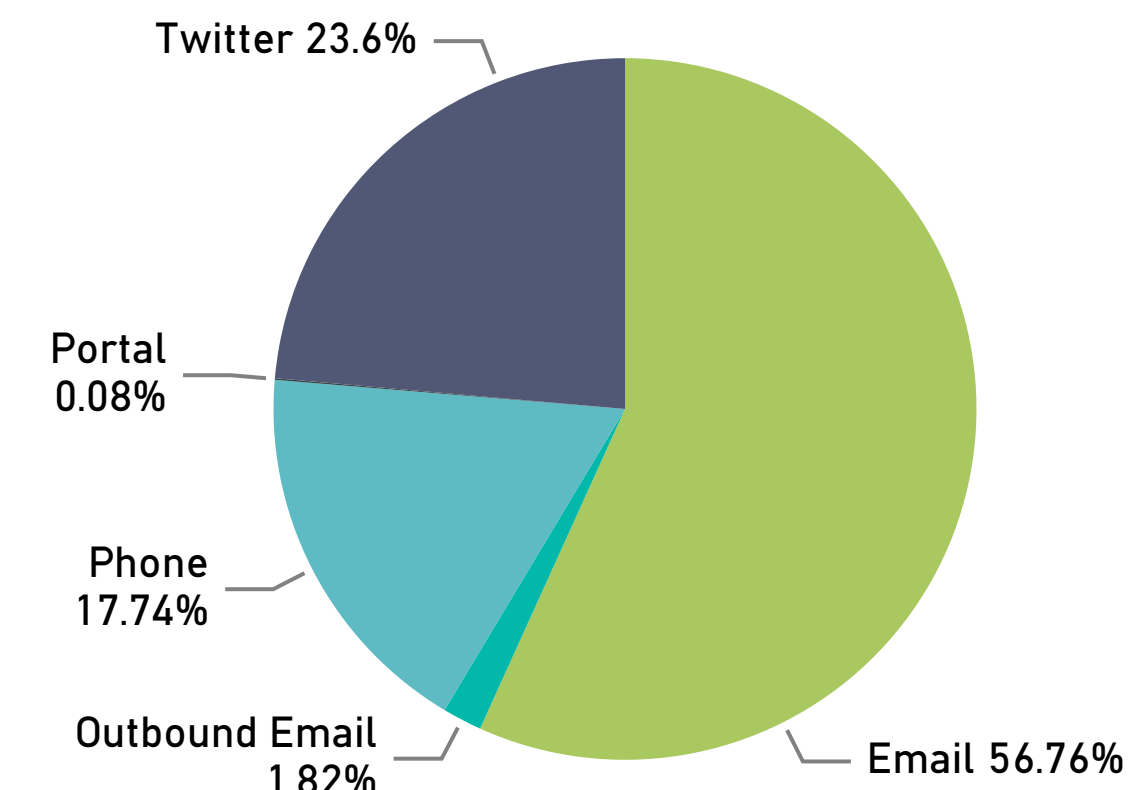
Number of Interactions

15K

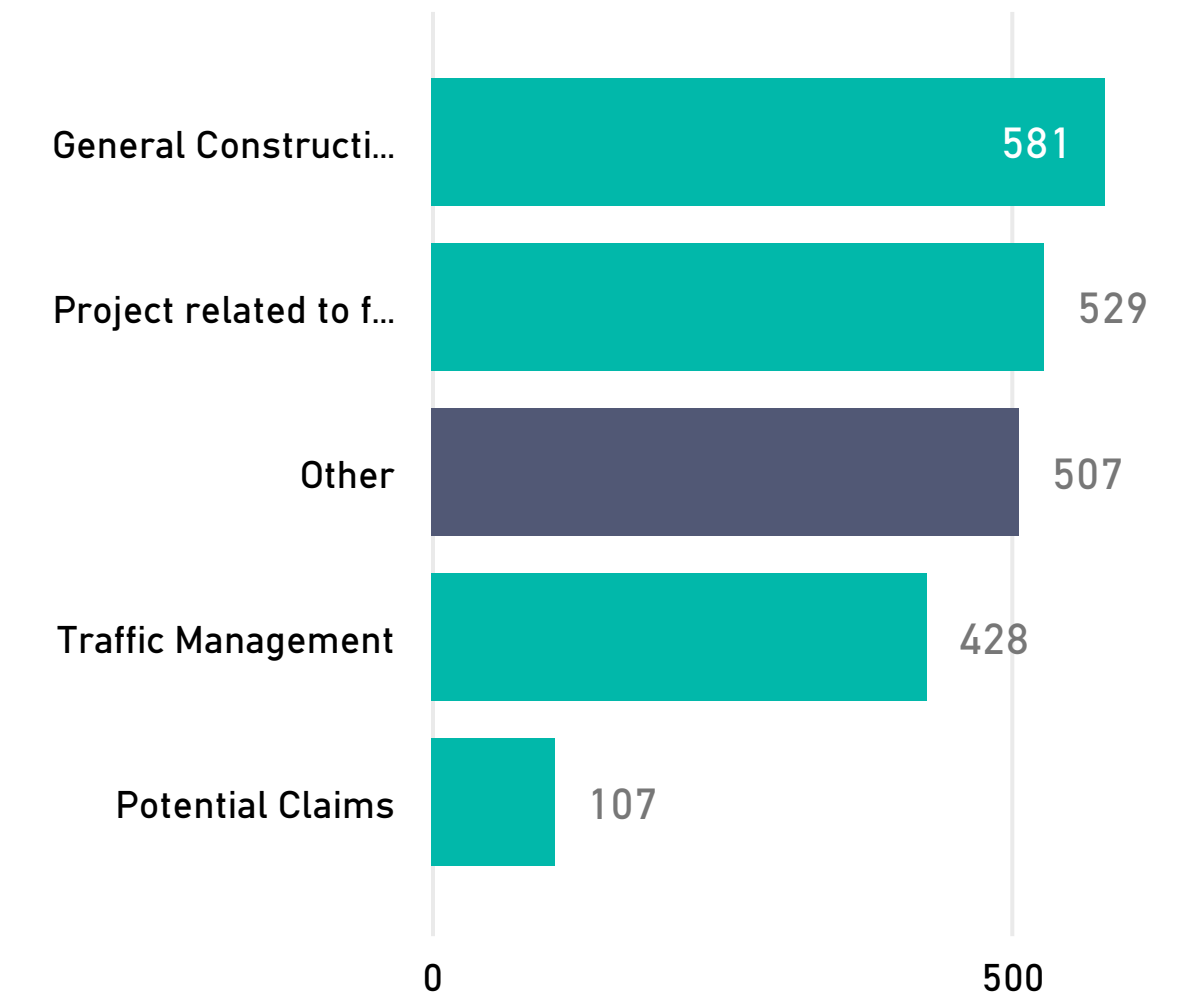
Number of Tickets by Week



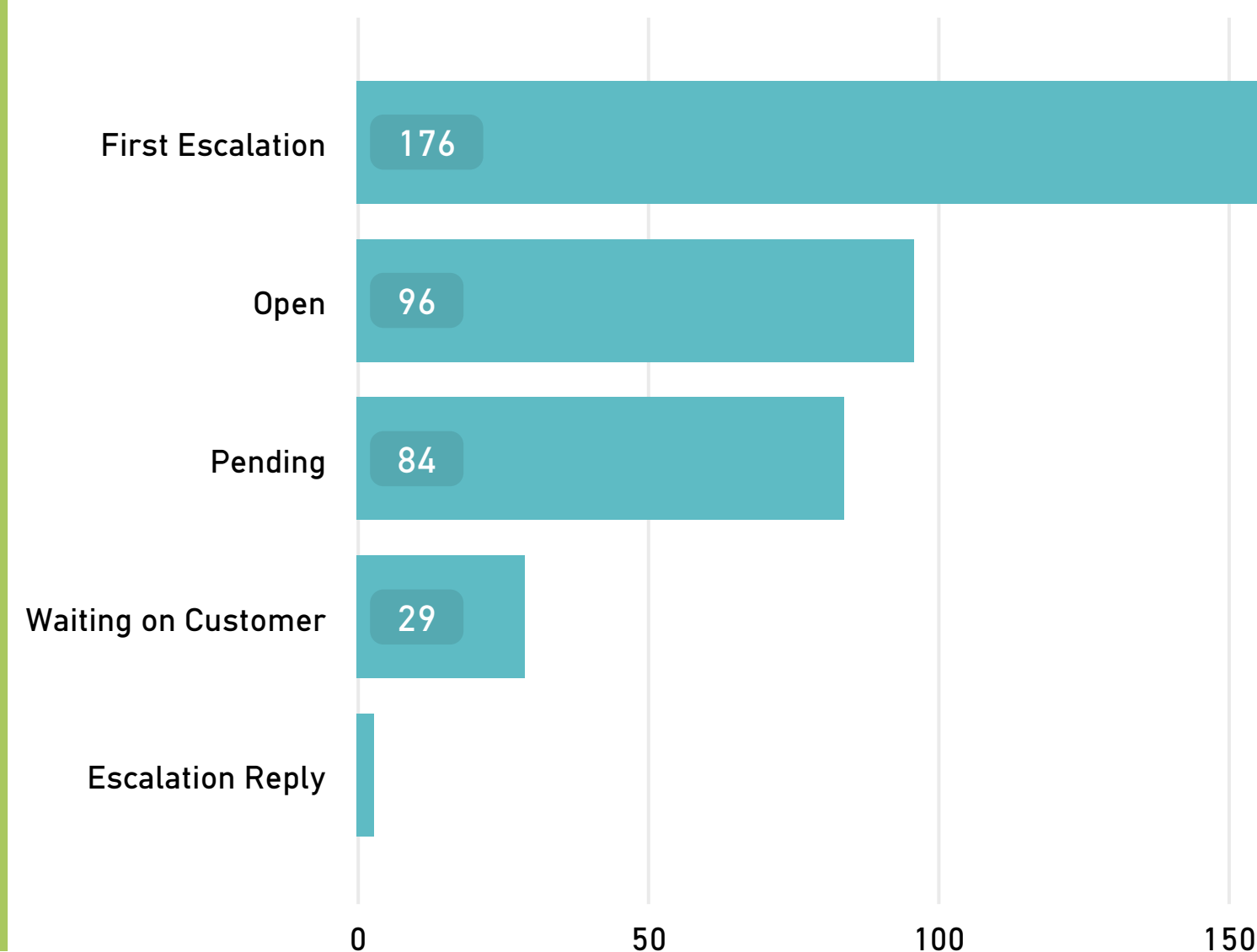
Source of Enquiries\*



Top 5 Enquiry Types\*



Number of Unresolved Tickets by Status\*



Longest Enquiries\*

Type	Ave. Hours to Resolve
Lothian Buses	183.8
Potential Claims	150.1
Community Benefits	144.1
Business Continuity Fund	124.6
General Construction Works	95.2
Traffic Management	79.7
Support for Business	74.7
Cycling	74.5

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

