

## Summary

Average Time to Resolve (in hours)

83.3

Number of Tickets Received (last 30 days)

195

Number of Tickets Received (Overall)

10.70K

Number of Tickets Resolved (last 30 days)

142

Number of Tickets Resolved (Overall)

10.17K

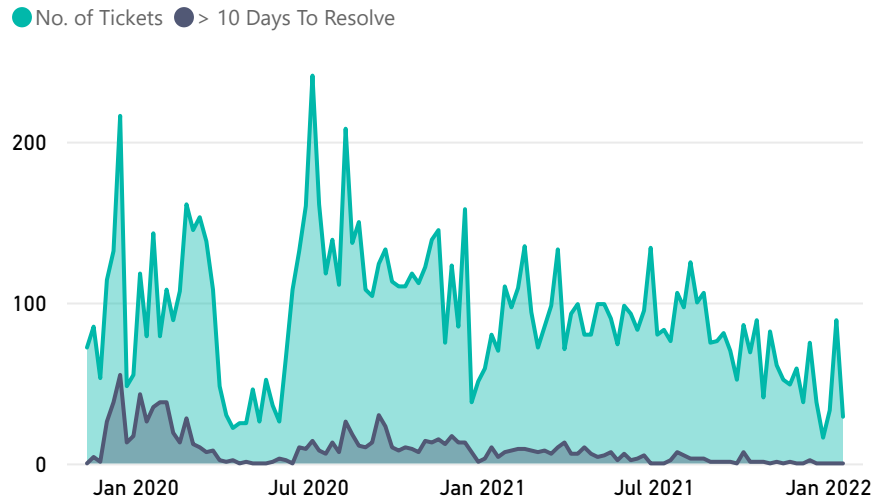
First Contact Resolution

79.5%

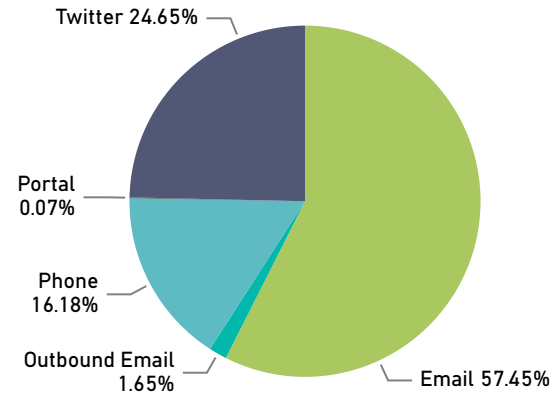
Number of Interactions

15K

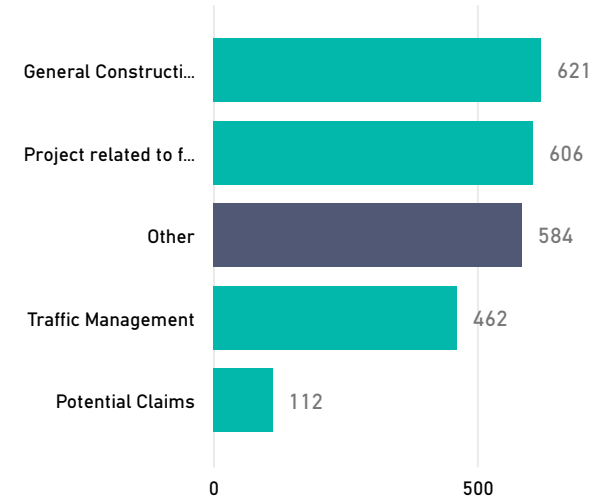
Number of Tickets by Week



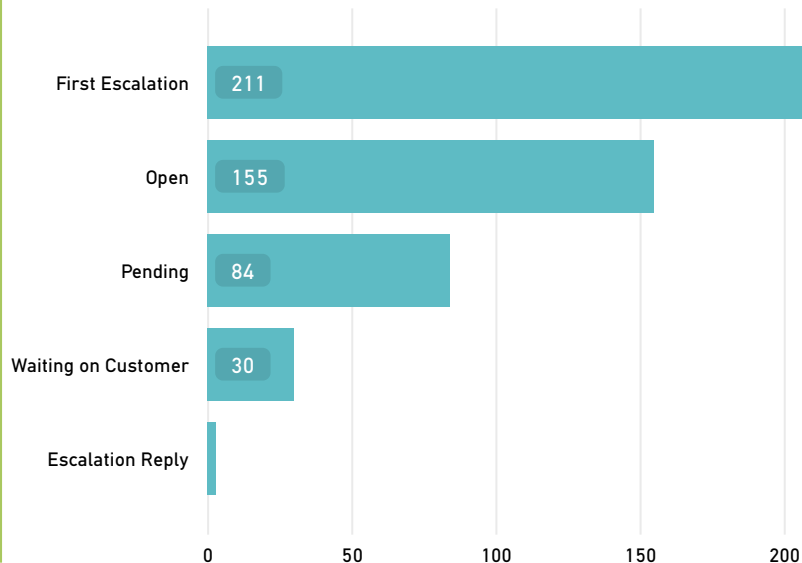
Source of Enquiries\*



Top 5 Enquiry Types\*



Number of Unresolved Tickets by Status\*



Longest Enquiries\*

Type	Ave. Hours to Resolve
Potential Claims	143.9
Community Benefits	127.6
Business Continuity Fund	124.6
Considerate Constructors Scheme	98.7
General Construction Works	93.1
Post Construction	90.2
Robert Burns Statue	87.8
Cycling	75.0

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

