

Summary

Average Time to Resolve (in hours)

82.7

Number of Tickets Received (last 30 days)

385

Number of Tickets Received (Overall)

11.07K

Number of Tickets Resolved (last 30 days)

263

Number of Tickets Resolved (Overall)

10.43K

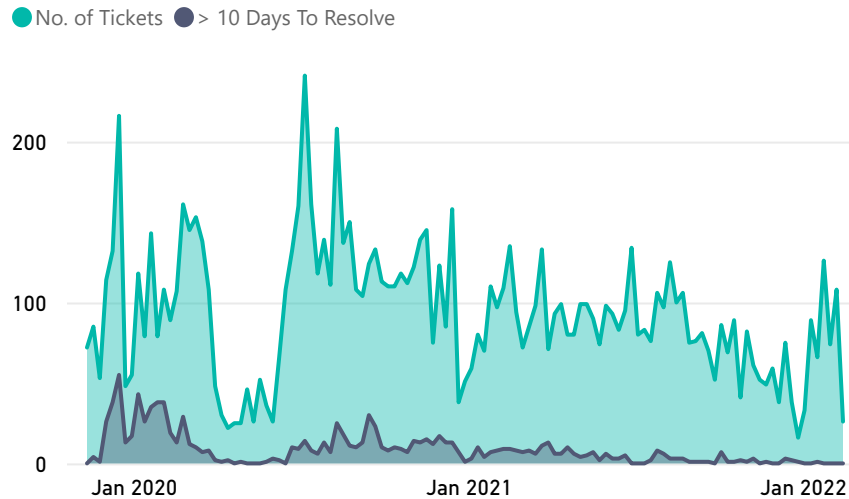
First Contact Resolution

79.7%

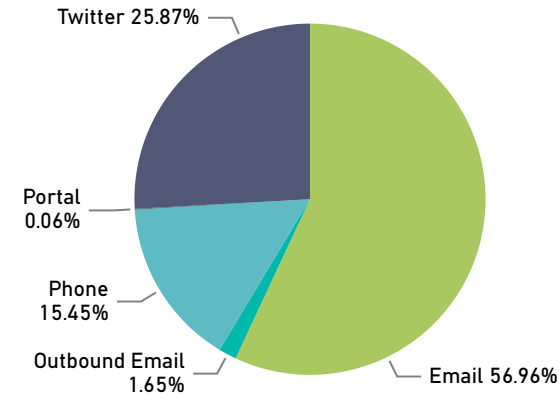
Number of Interactions

16K

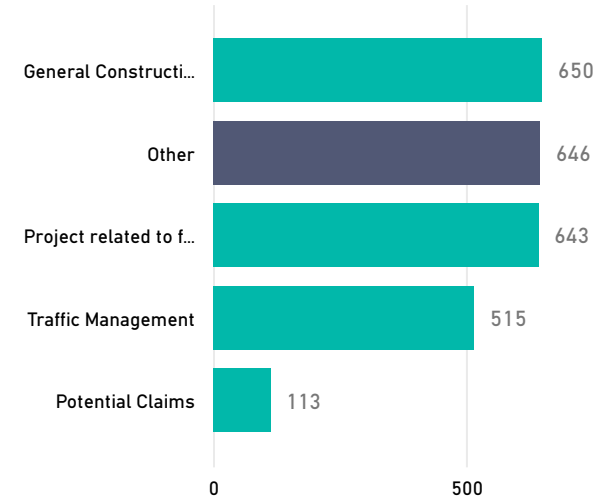
Number of Tickets by Week



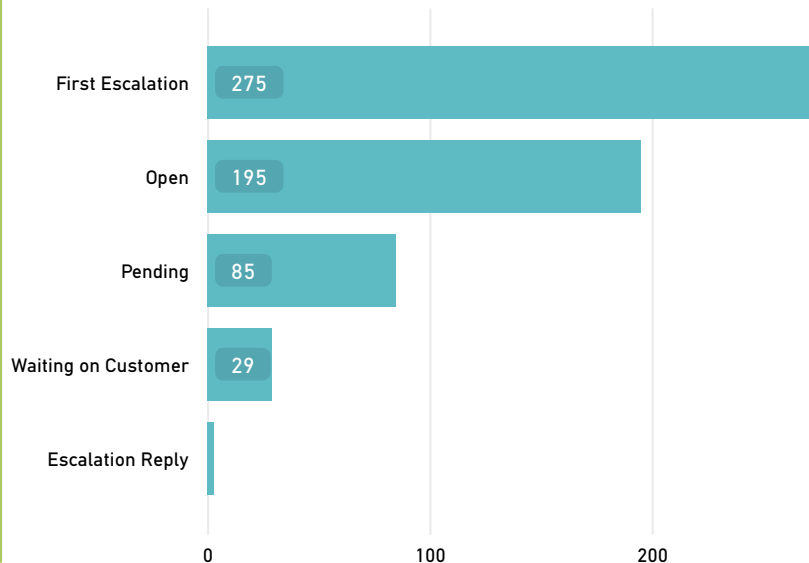
Source of Enquiries*



Top 5 Enquiry Types*



Number of Unresolved Tickets by Status*



Longest Enquiries*

Type	Ave. Hours to Resolve
Potential Claims	193.5
Business Continuity Fund	130.8
Community Benefits	127.6
Considerate Constructors Scheme	98.7
General Construction Works	95.4
Post Construction	77.6
Traffic Management	72.1
Support for Business	69.9

Average Time to Resolve (in hours) by Source*

