

Summary

Average Time to Resolve (in hours)

80.8

Number of Tickets Received (last 30 days)

280

Number of Tickets Received (Overall)

11.43K

Number of Tickets Resolved (last 30 days)

211

Number of Tickets Resolved (Overall)

10.72K

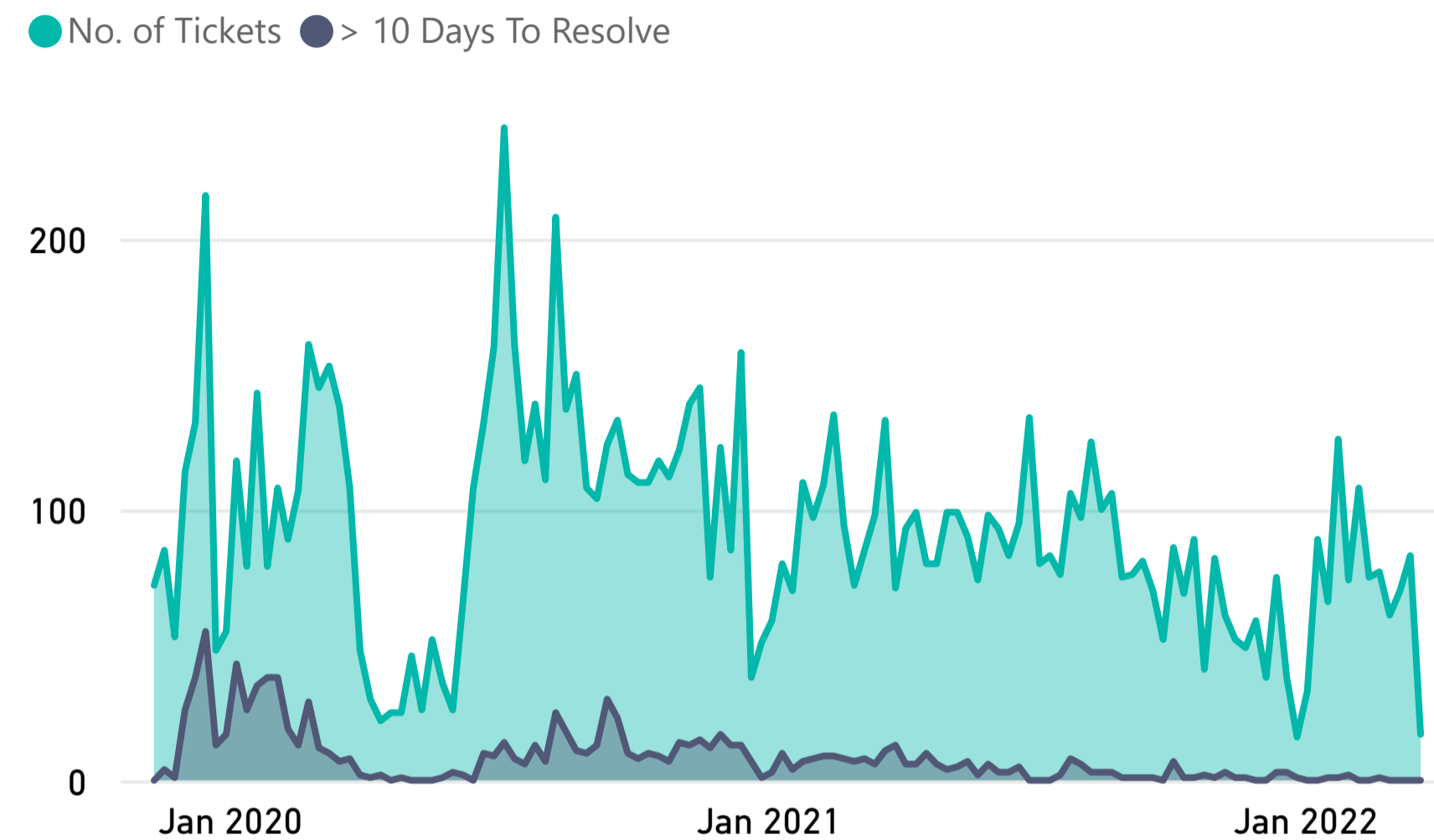
First Contact Resolution

80.0%

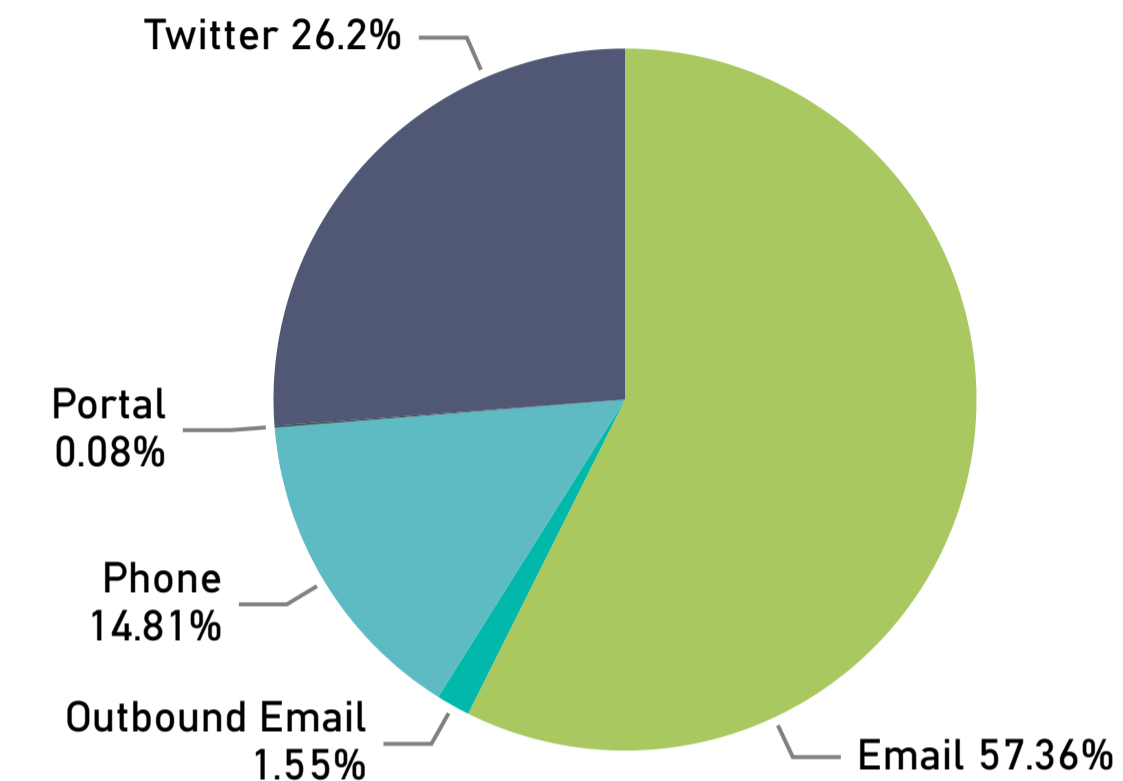
Number of Interactions

17K

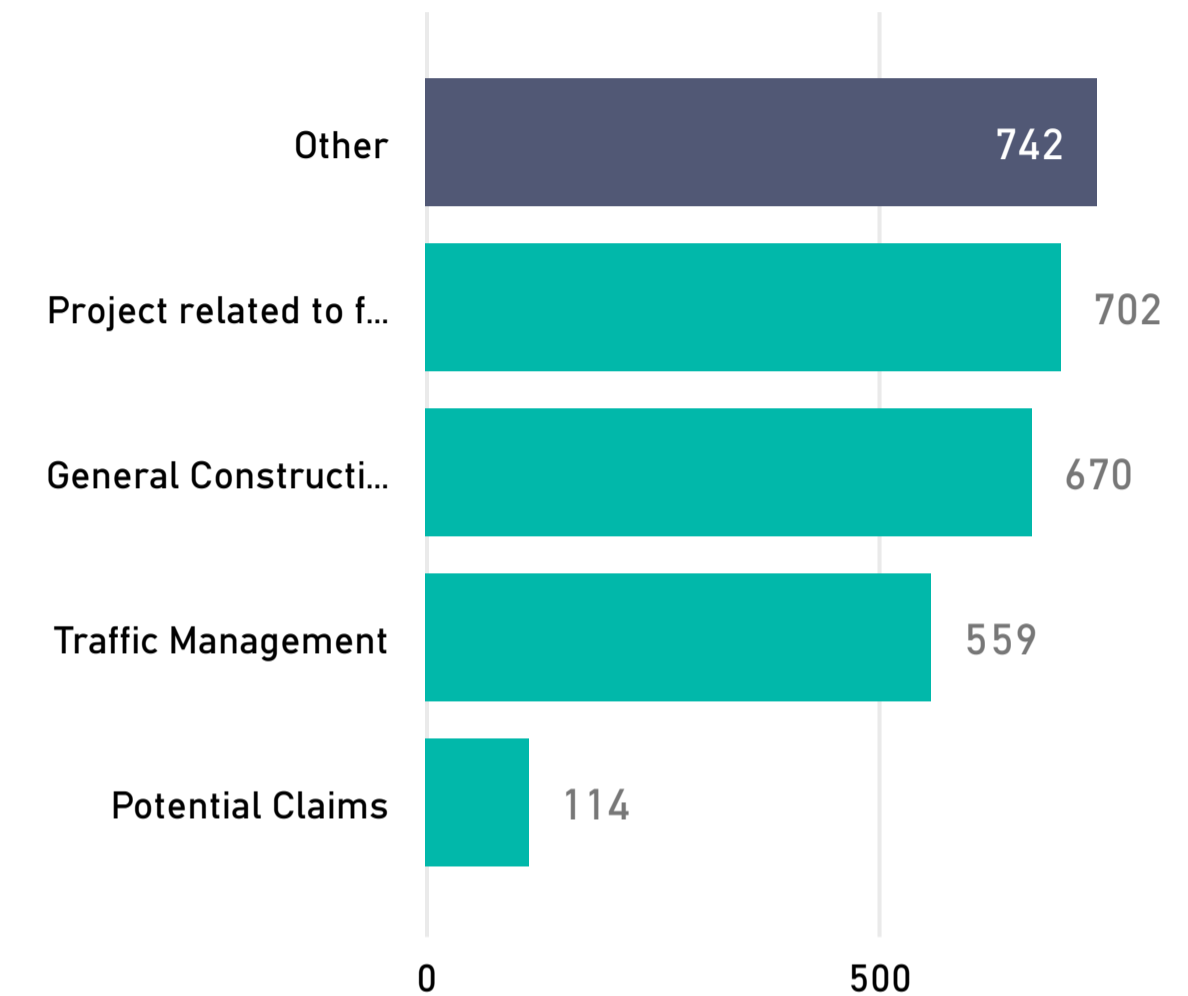
Number of Tickets by Week



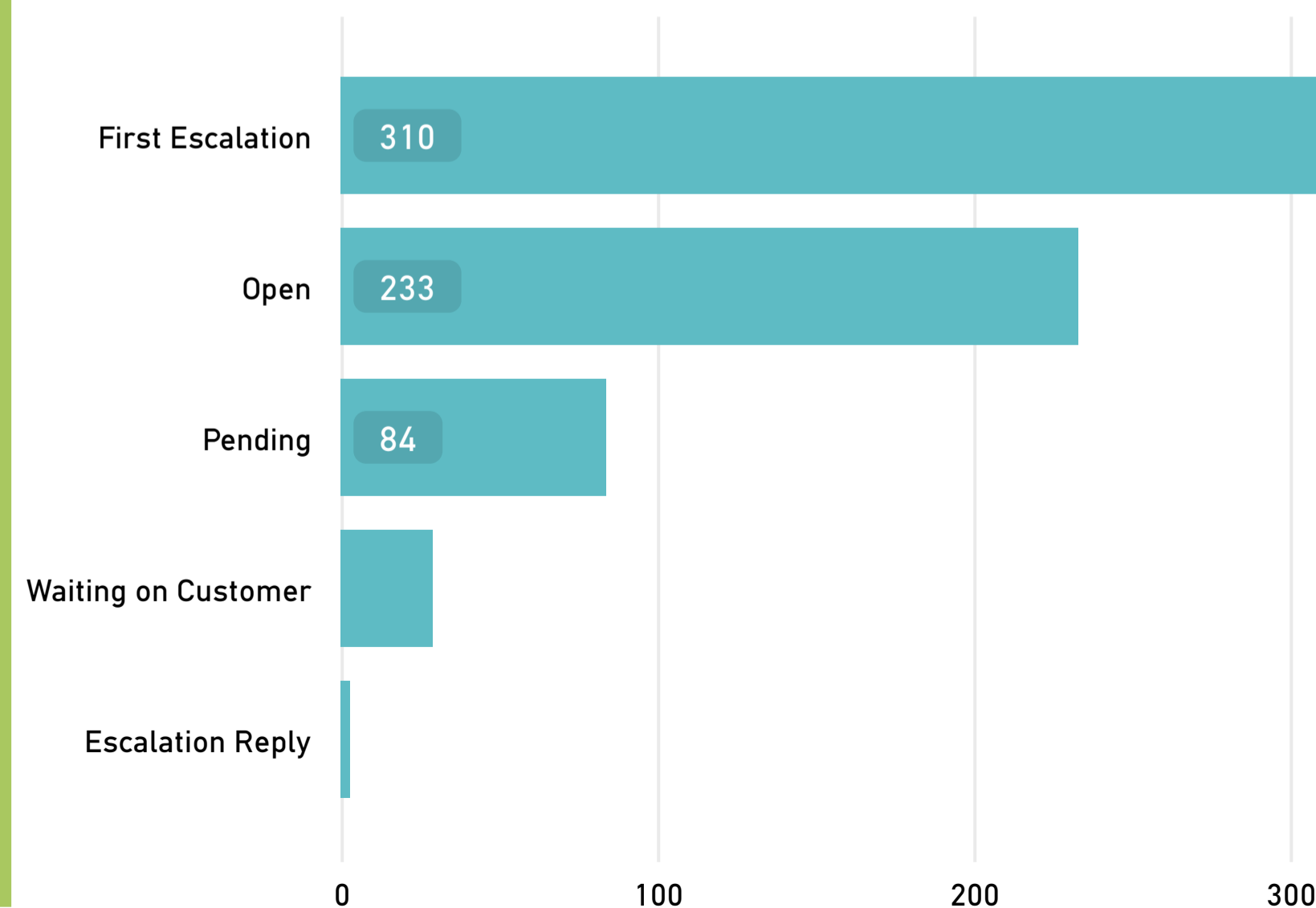
Source of Enquiries*



Top 5 Enquiry Types*



Number of Unresolved Tickets by Status*



Longest Enquiries*

| Type | Ave. Hours to Resolve |
|---------------------------------|-----------------------|
| Potential Claims | 191.8 |
| Business Continuity Fund | 138.0 |
| Community Benefits | 125.5 |
| Considerate Constructors Scheme | 99.4 |
| General Construction Works | 94.5 |
| Post Construction | 73.5 |
| Traffic Management | 71.7 |
| Lothian Buses | 71.2 |

Average Time to Resolve (in hours) by Source*

