

Summary

Average Time to Resolve (in hours)

79.2

Number of Tickets Received (last 30 days)

283

Number of Tickets Received (Overall)

11.71K

Number of Tickets Resolved (last 30 days)

217

Number of Tickets Resolved (Overall)

10.94K

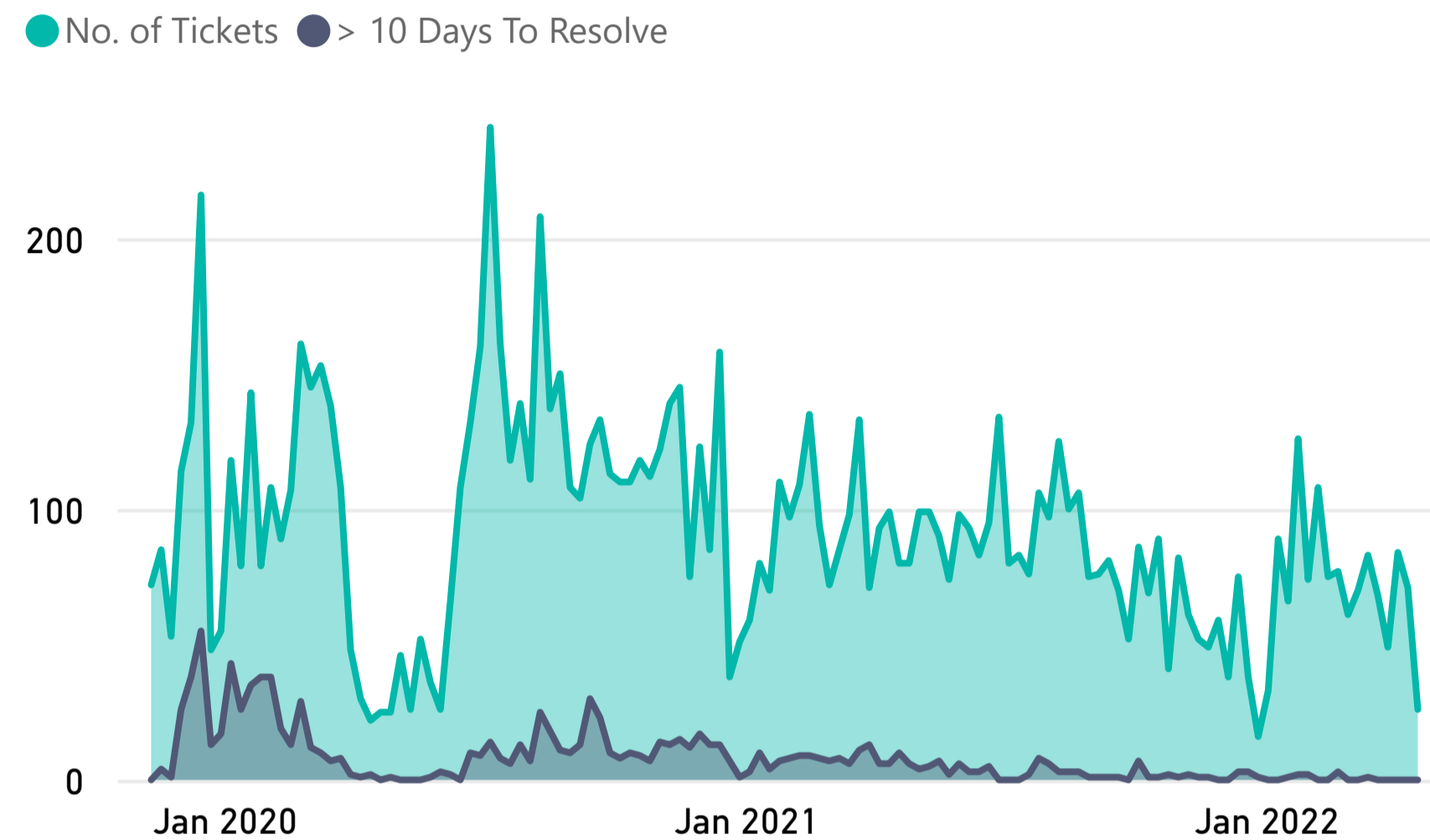
First Contact Resolution

80.1%

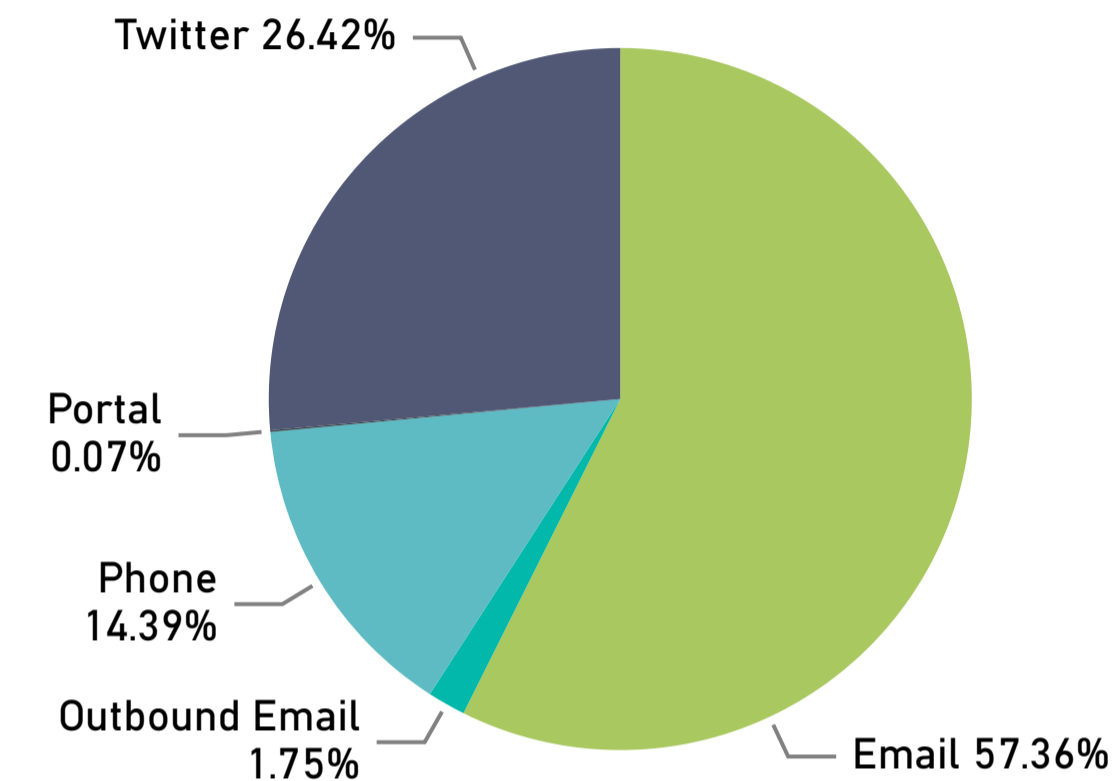
Number of Interactions

17K

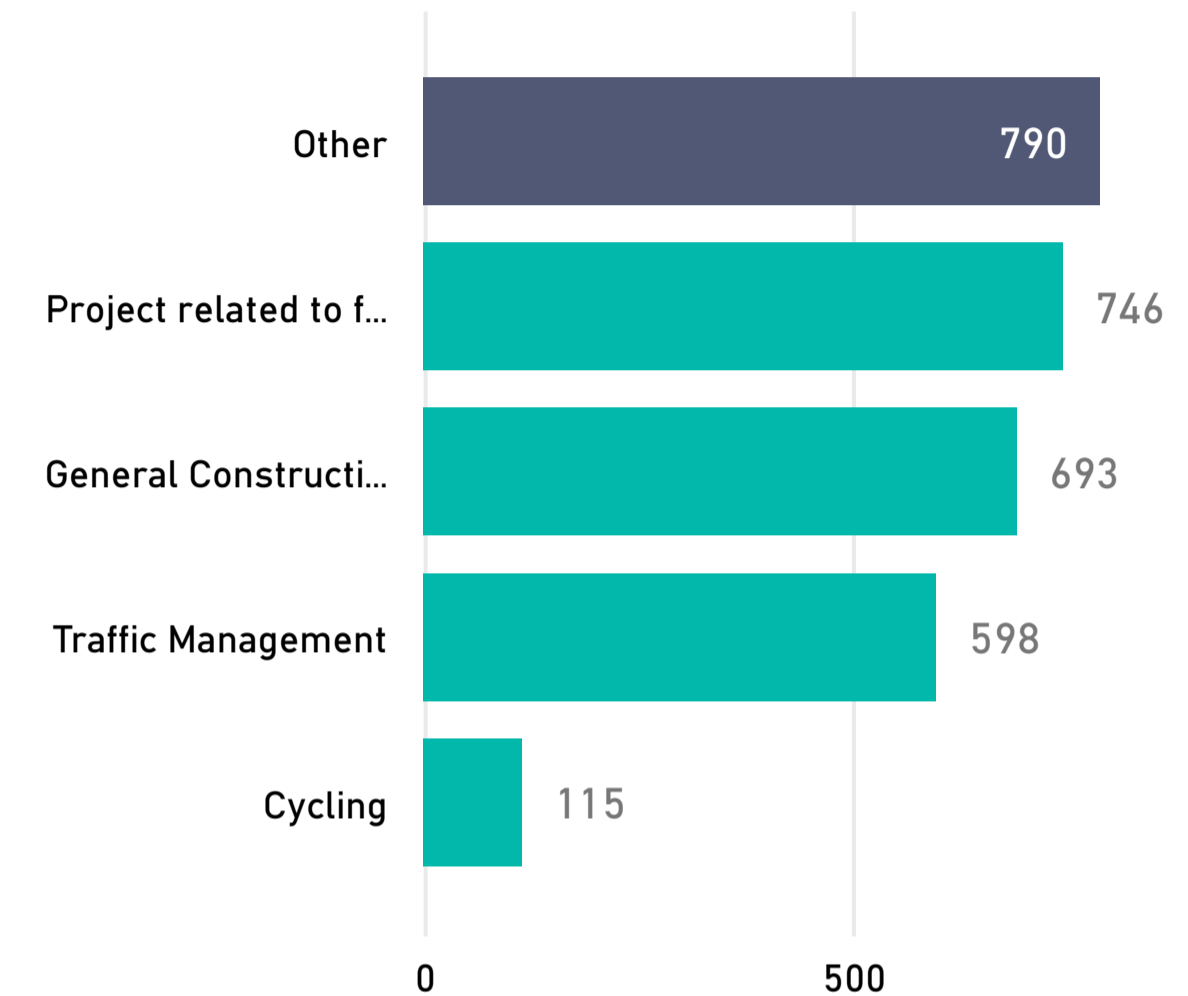
Number of Tickets by Week



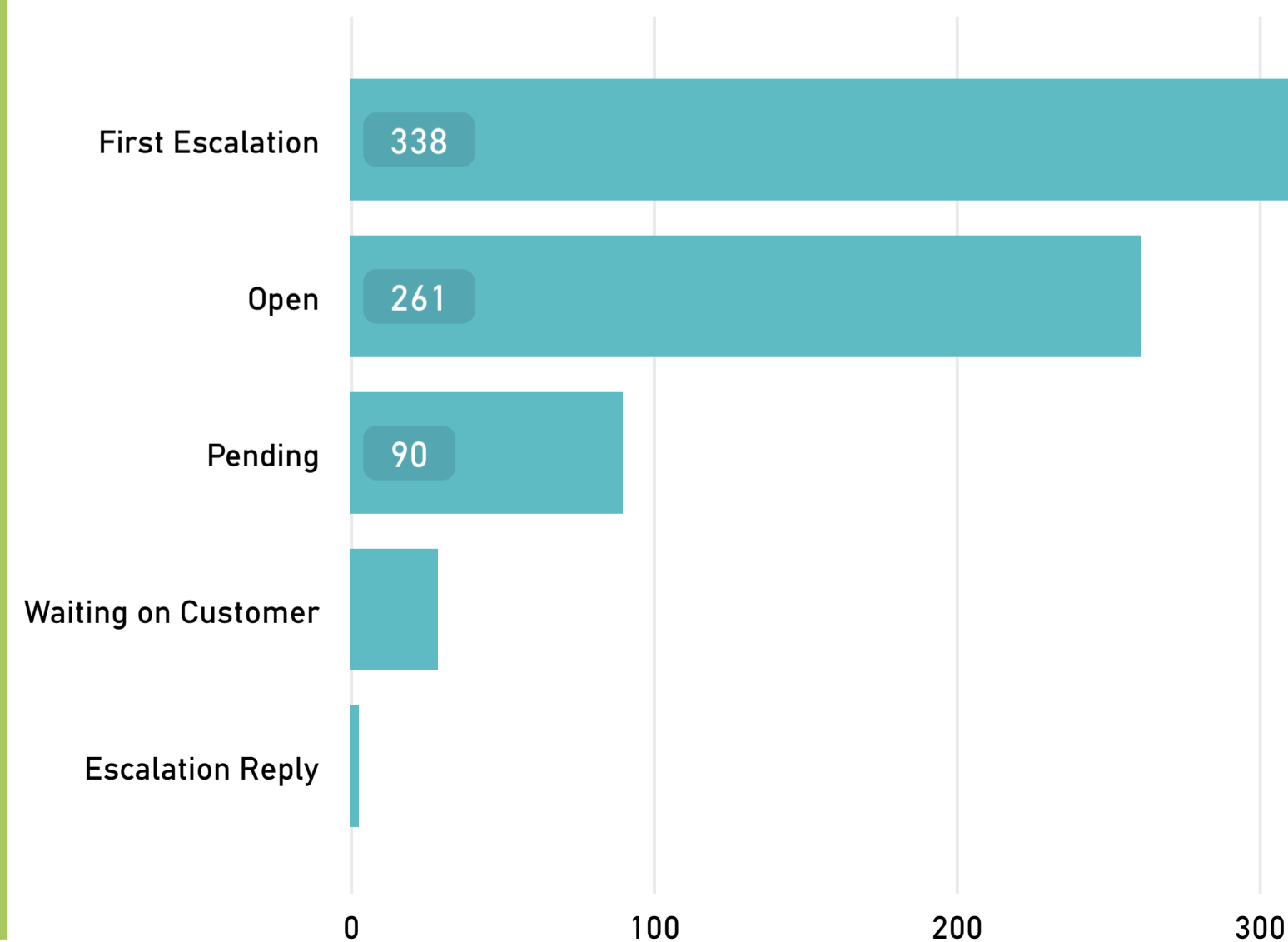
Source of Enquiries*



Top 5 Enquiry Types*



Number of Unresolved Tickets by Status*



Longest Enquiries*

Type	Ave. Hours to Resolve
Potential Claims	191.8
Business Continuity Fund	133.6
Community Benefits	126.4
Considerate Constructors Scheme	99.4
General Construction Works	92.3
Post Construction	88.9
Lothian Buses	71.2
Traffic Management	68.9

Average Time to Resolve (in hours) by Source*

