

Summary

Average Time to Resolve (in hours)

78.2

Number of Tickets Received (last 30 days)

263

Number of Tickets Received (Overall)

12.03K

Number of Tickets Resolved (last 30 days)

178

Number of Tickets Resolved (Overall)

11.17K

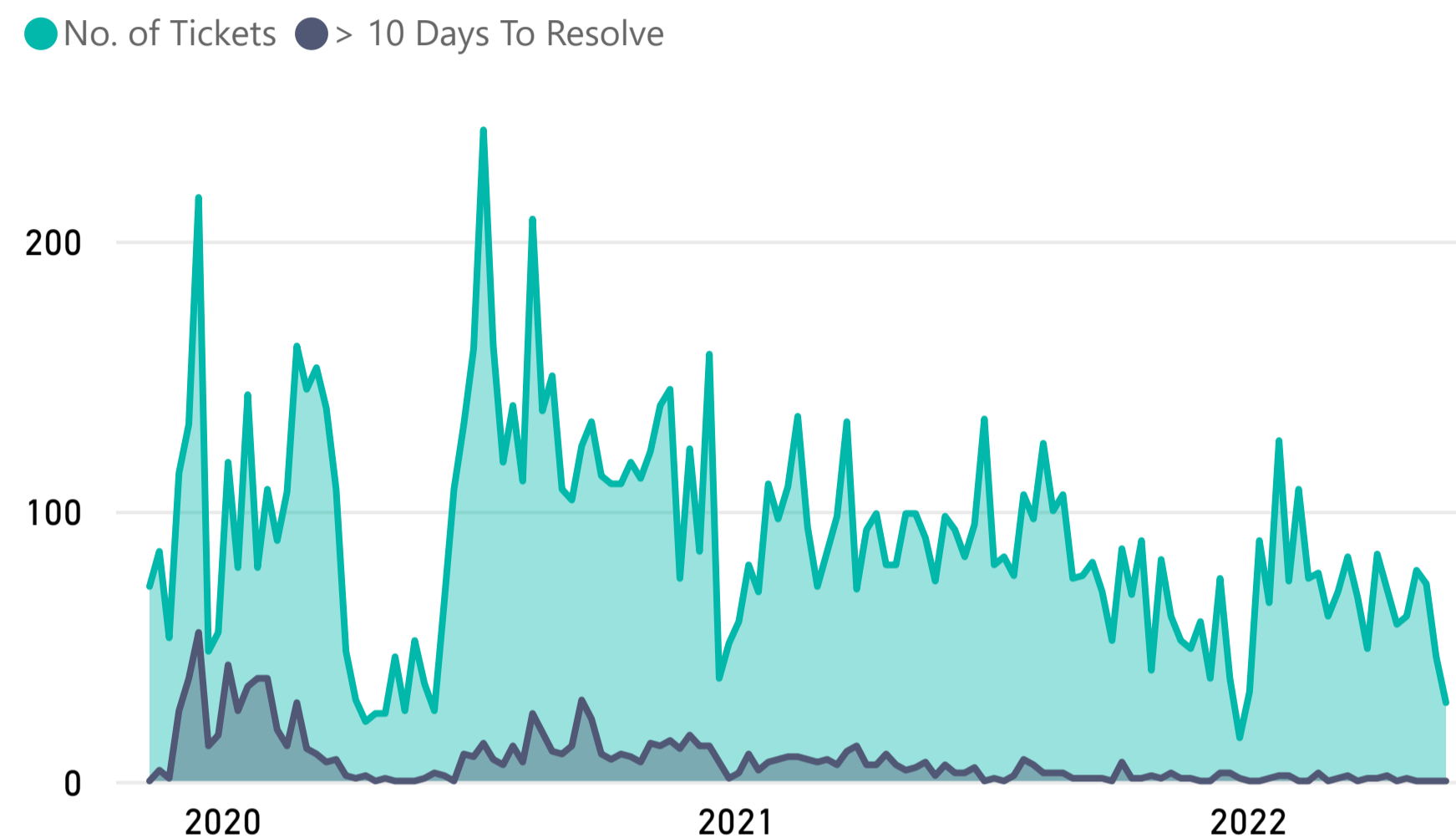
First Contact Resolution

80.3%

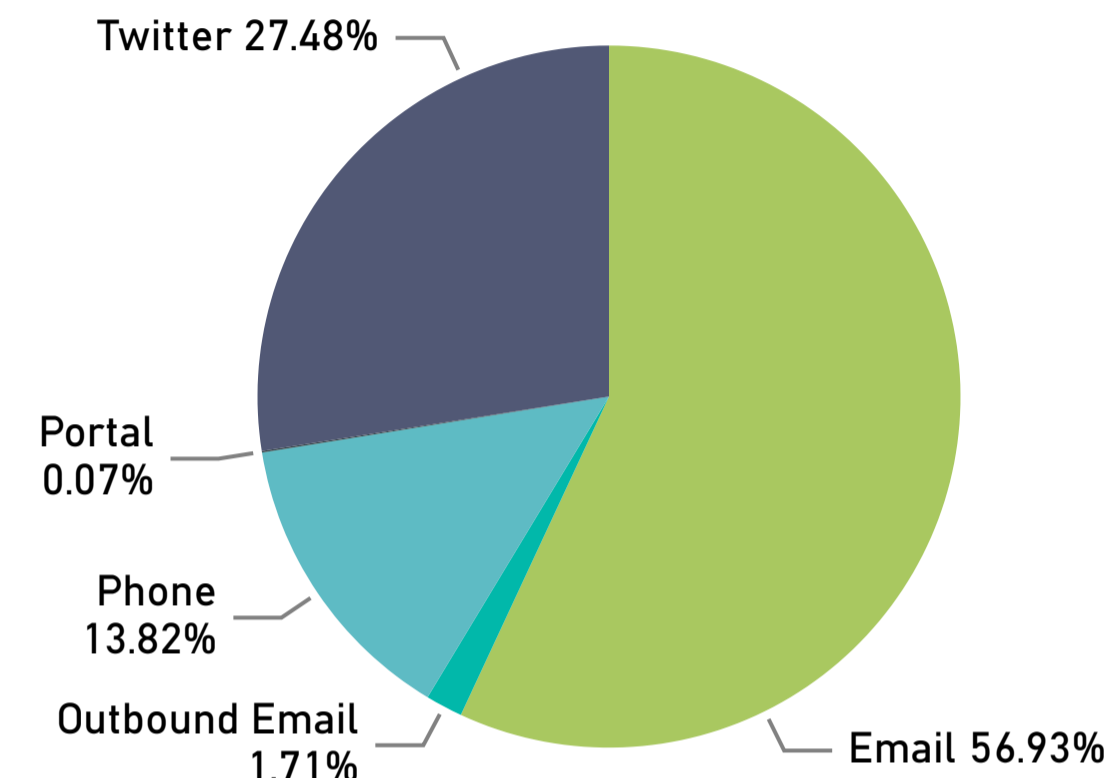
Number of Interactions

17K

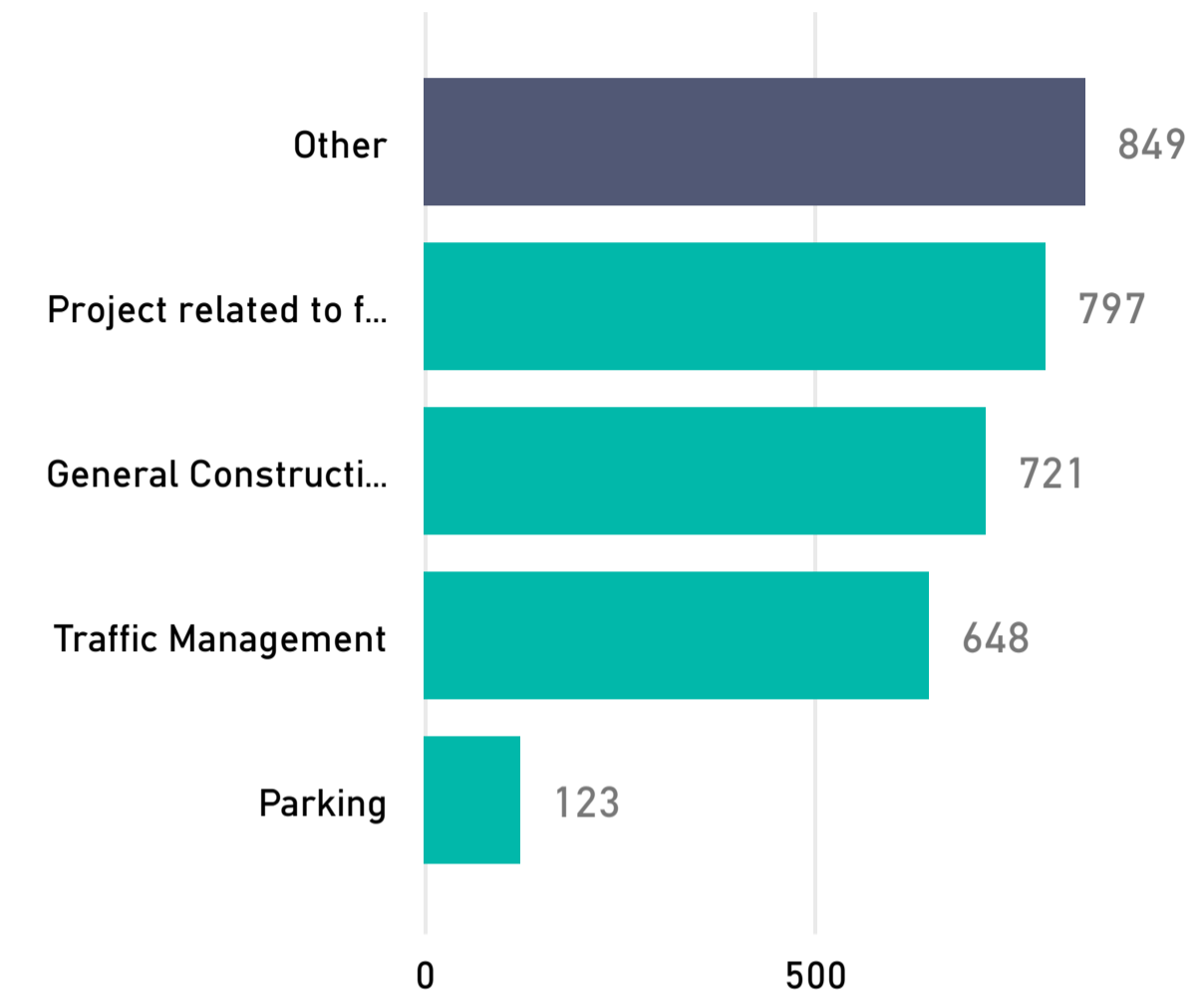
Number of Tickets by Week



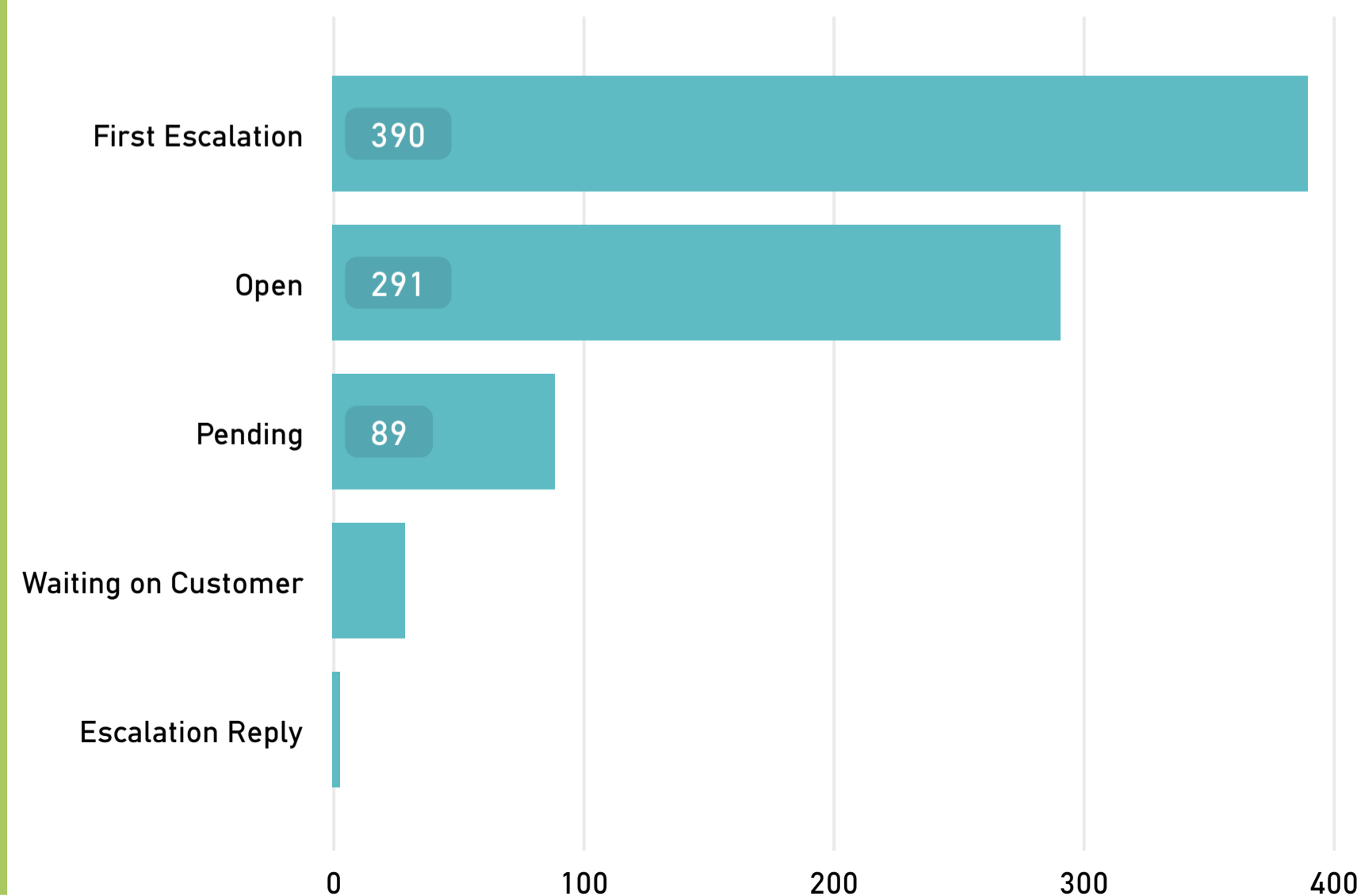
Source of Enquiries*



Top 5 Enquiry Types*



Number of Unresolved Tickets by Status*



Longest Enquiries*

Type	Ave. Hours to Resolve
Potential Claims	182.2
Business Continuity Fund	134.3
Community Benefits	124.4
Considerate Constructors Scheme	123.5
Support for Business	98.7
General Construction Works	90.4
Post Construction	85.7
Traffic Management	65.7

Average Time to Resolve (in hours) by Source*

