

Summary

Average Time to Resolve (in hours)

77.2

Number of Tickets Received (last 30 days)

285

Number of Tickets Received (Overall)

12.31K

Number of Tickets Resolved (last 30 days)

191

Number of Tickets Resolved (Overall)

11.40K

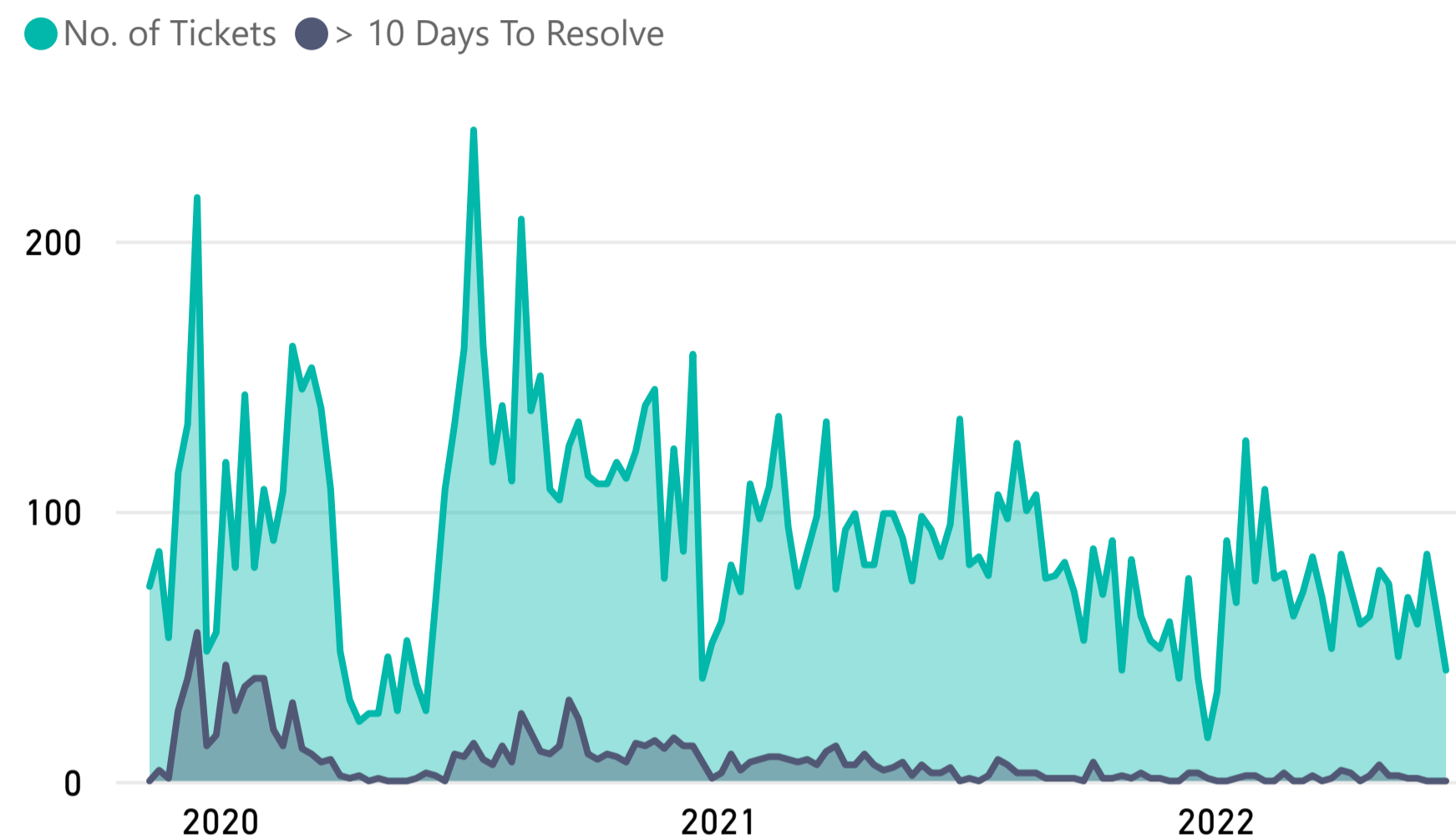
First Contact Resolution

80.5%

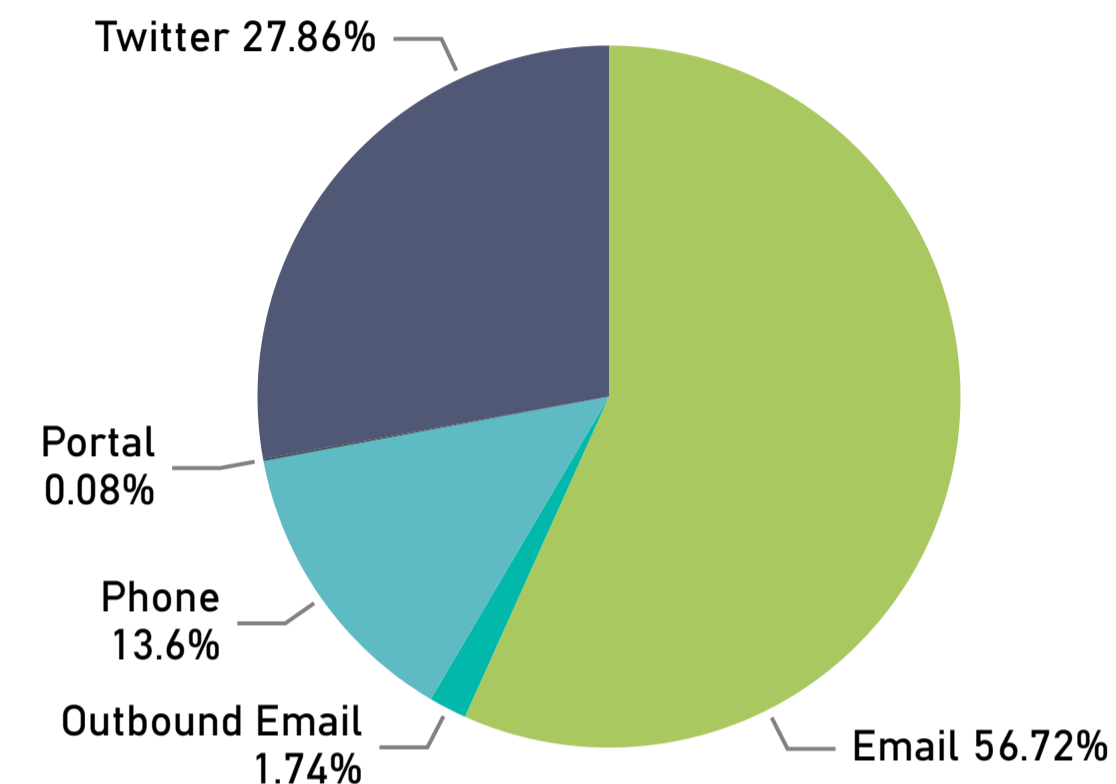
Number of Interactions

18K

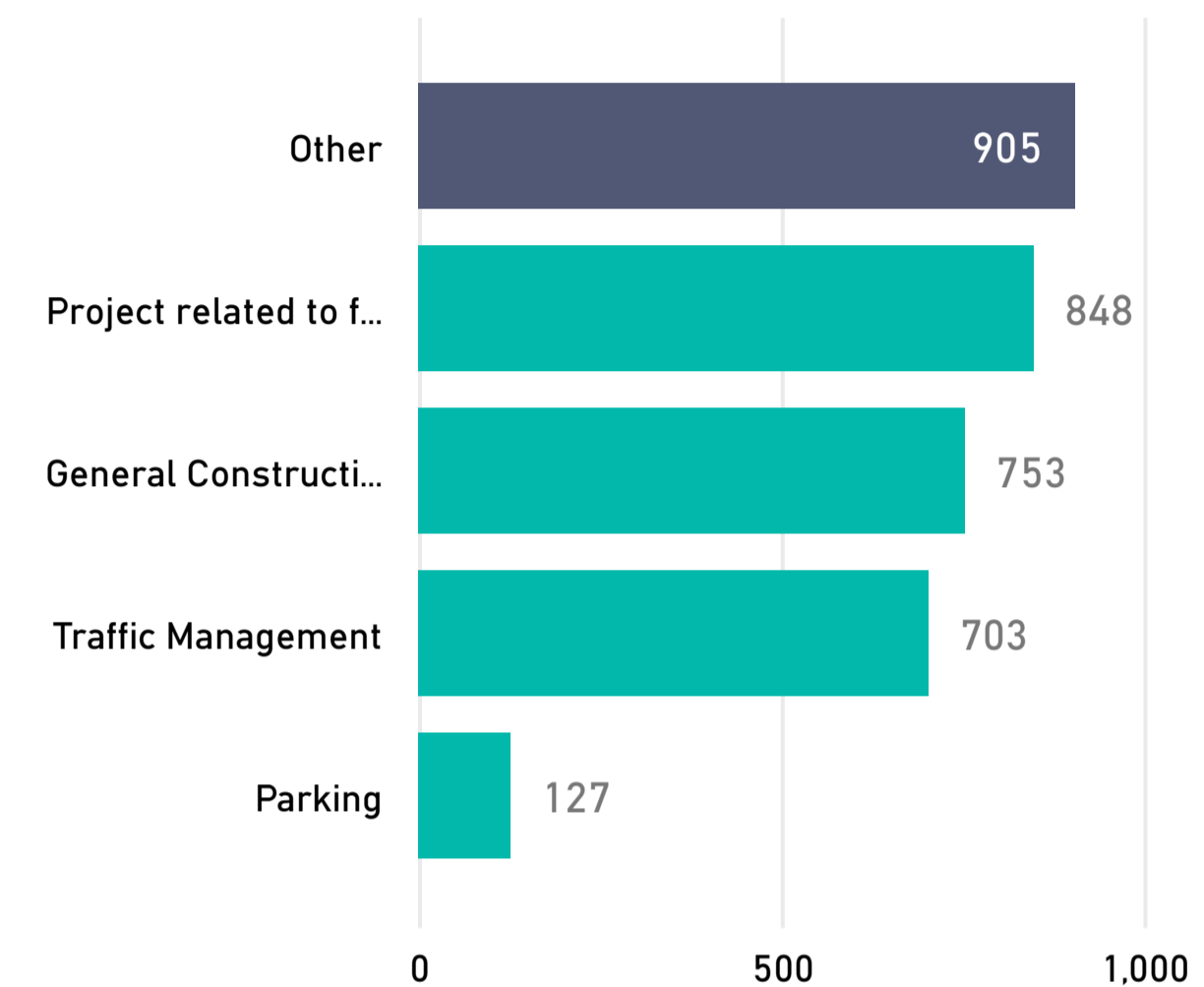
Number of Tickets by Week



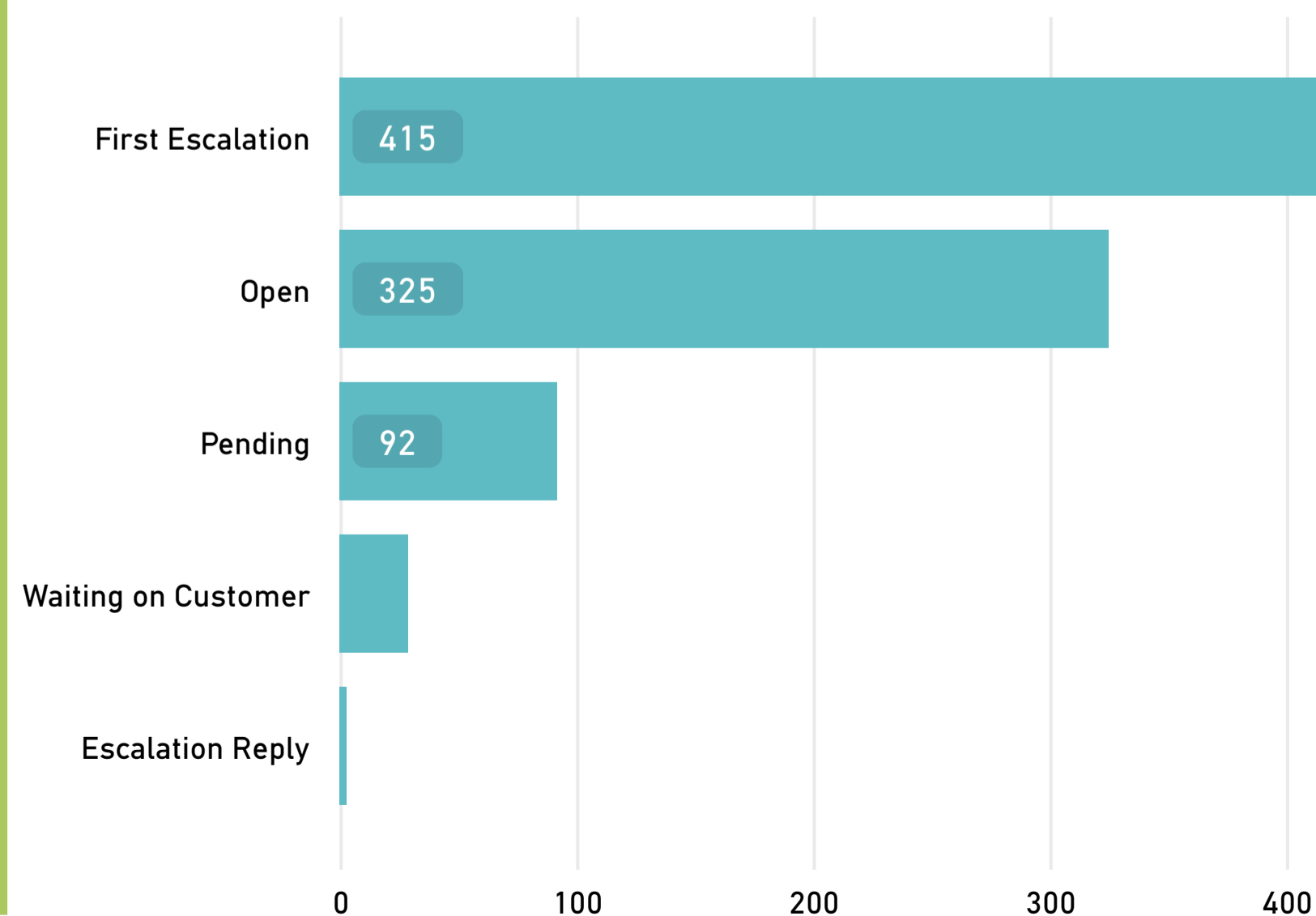
Source of Enquiries*



Top 5 Enquiry Types*



Number of Unresolved Tickets by Status*



Longest Enquiries*

| Type | Ave. Hours to Resolve |
|---------------------------------|-----------------------|
| Potential Claims | 173.5 |
| Business Continuity Fund | 131.5 |
| Community Benefits | 126.4 |
| Considerate Constructors Scheme | 123.5 |
| Support for Business | 96.8 |
| General Construction Works | 90.9 |
| Post Construction | 81.1 |
| Traffic Management | 66.5 |

Average Time to Resolve (in hours) by Source*

