

Summary

Average Time to Resolve (in hours)

77.0

Number of Tickets Received (last 30 days)

265

Number of Tickets Received (Overall)

12.55K

Number of Tickets Resolved (last 30 days)

167

Number of Tickets Resolved (Overall)

11.56K

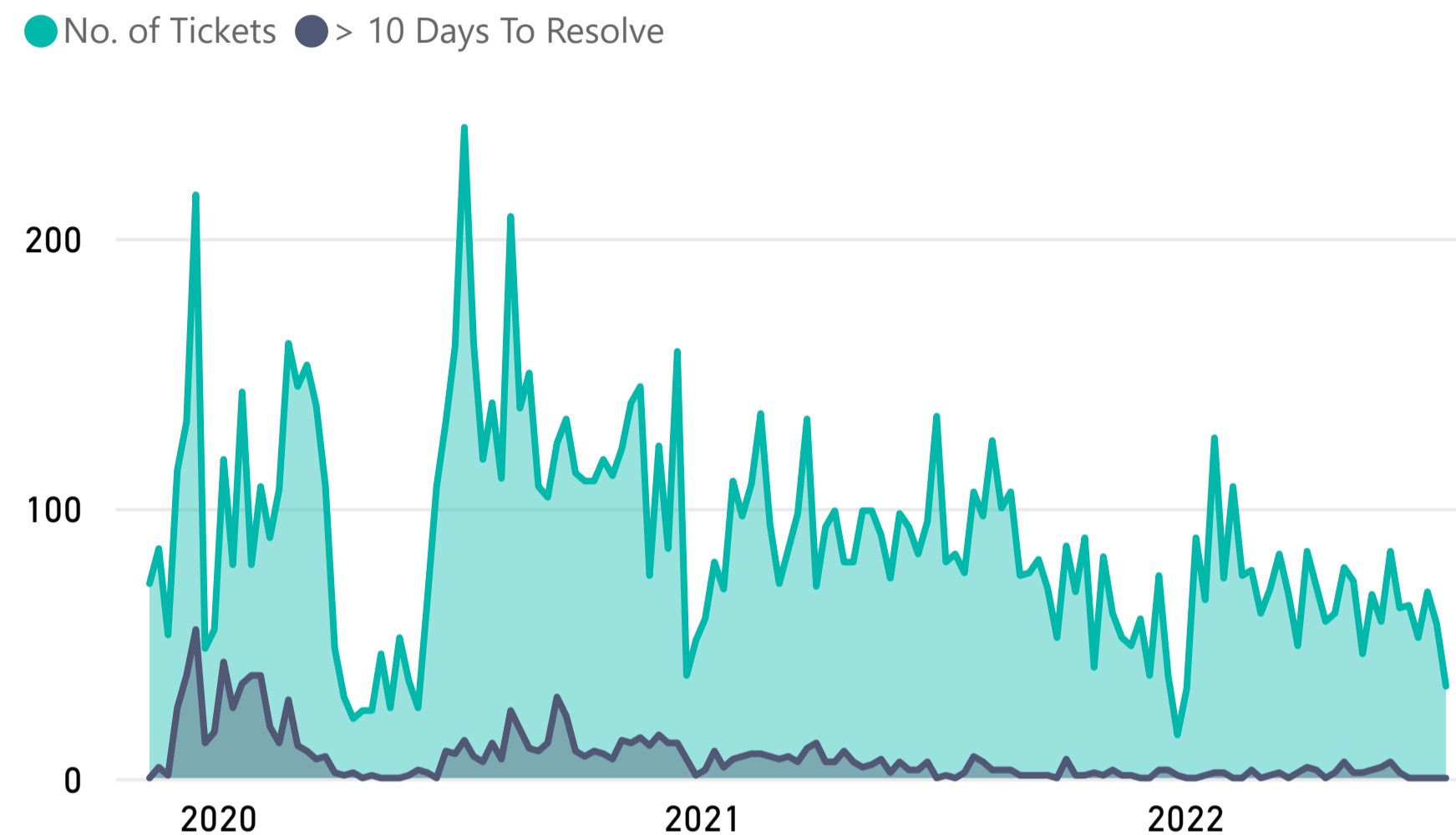
First Contact Resolution

80.6%

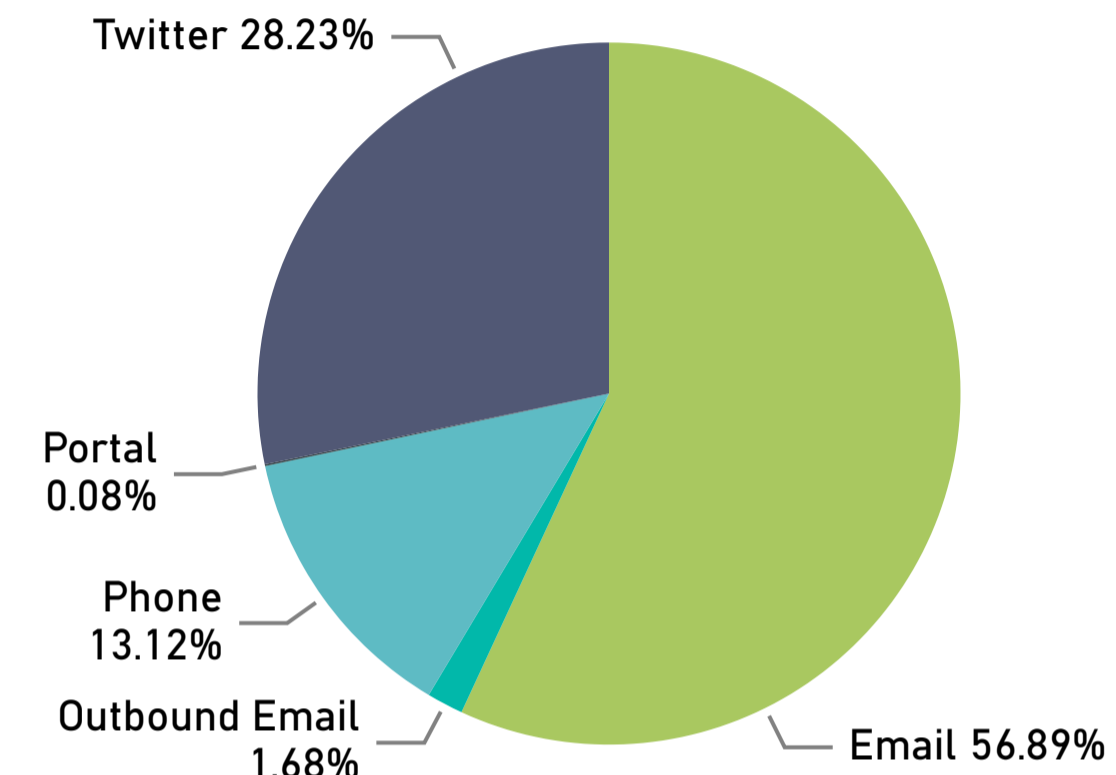
Number of Interactions

18K

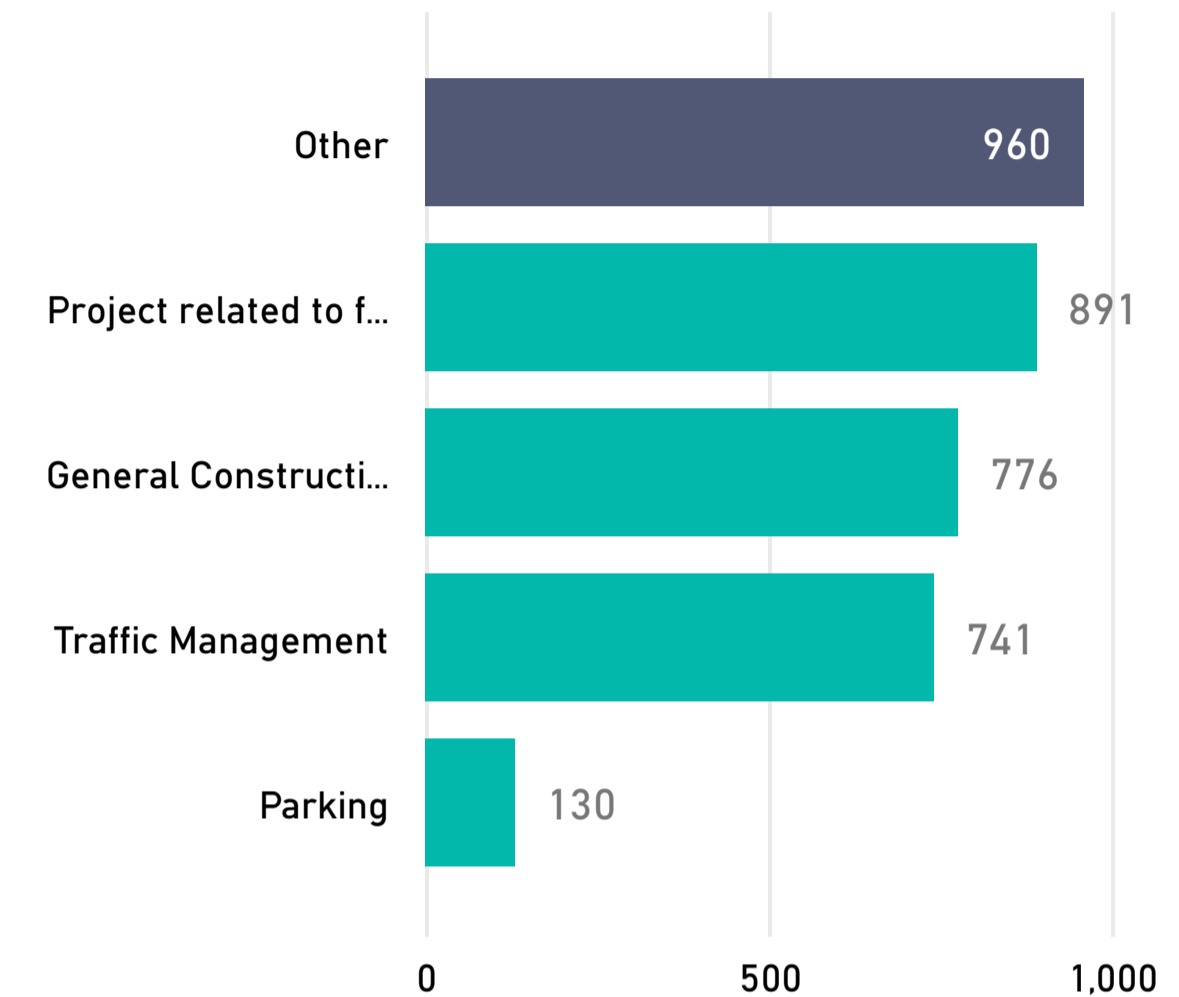
Number of Tickets by Week



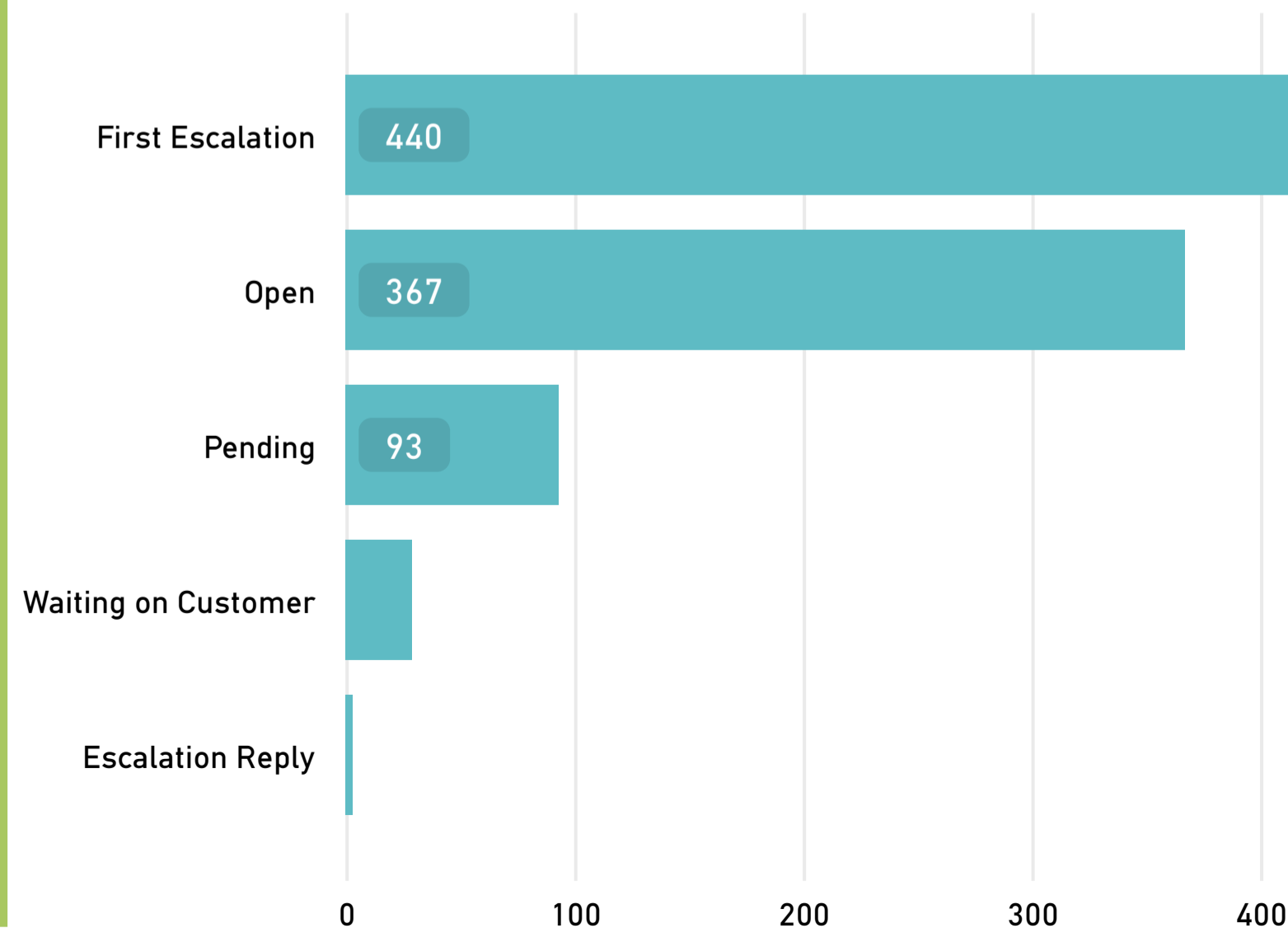
Source of Enquiries*



Top 5 Enquiry Types*



Number of Unresolved Tickets by Status*



Longest Enquiries*

Type	Ave. Hours to Resolve
Considerate Constructors Scheme	614.2
Potential Claims	172.2
Business Continuity Fund	126.0
Community Benefits	124.6
Support for Business	95.9
General Construction Works	93.0
Post Construction	81.1
Traffic Management	68.0

Average Time to Resolve (in hours) by Source*

