

Summary

Average Time to Resolve (in hours)

75.3

Number of Tickets Received (last 30 days)

358

Number of Tickets Received (Overall)

12.98K

Number of Tickets Resolved (last 30 days)

261

Number of Tickets Resolved (Overall)

11.90K

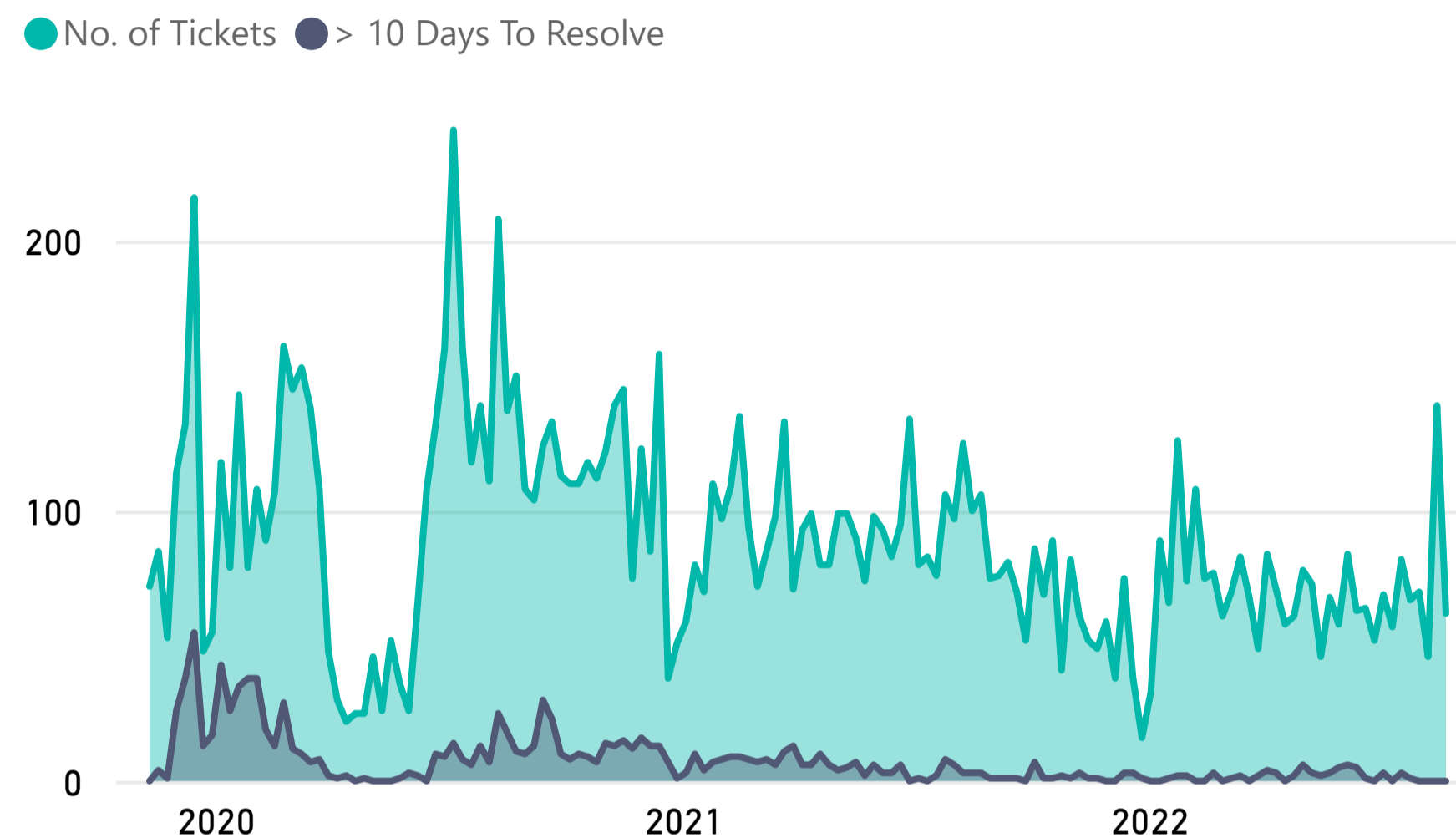
First Contact Resolution

80.5%

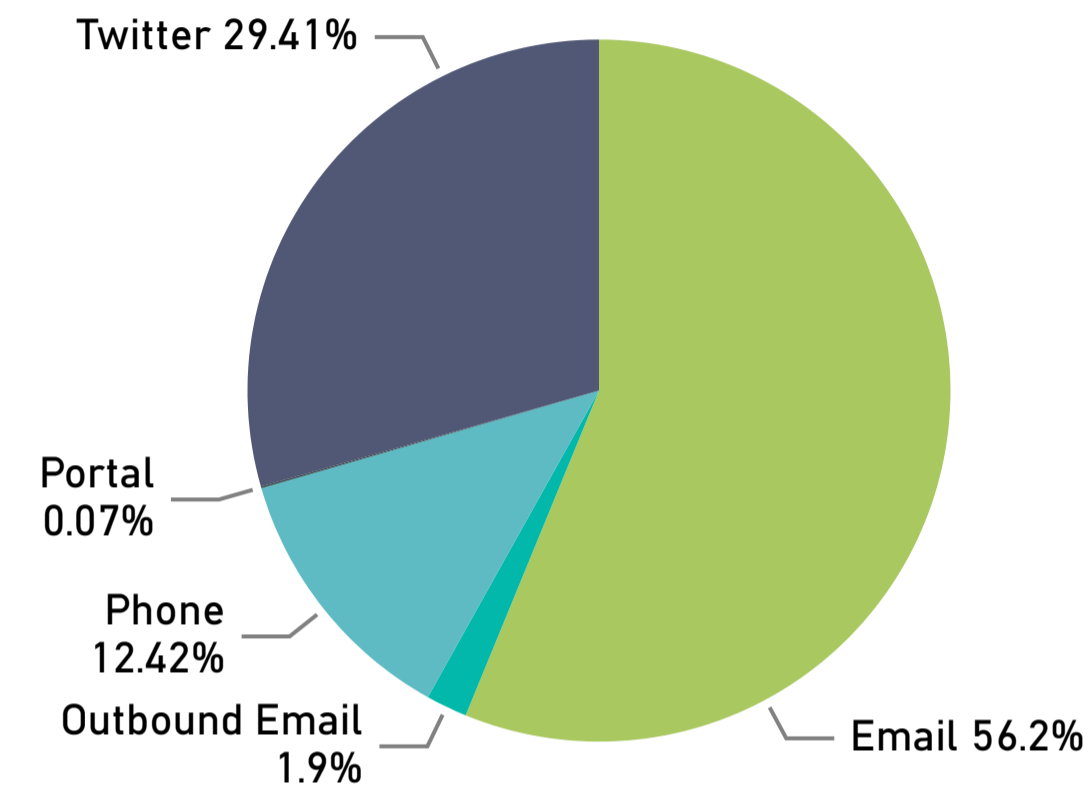
Number of Interactions

19K

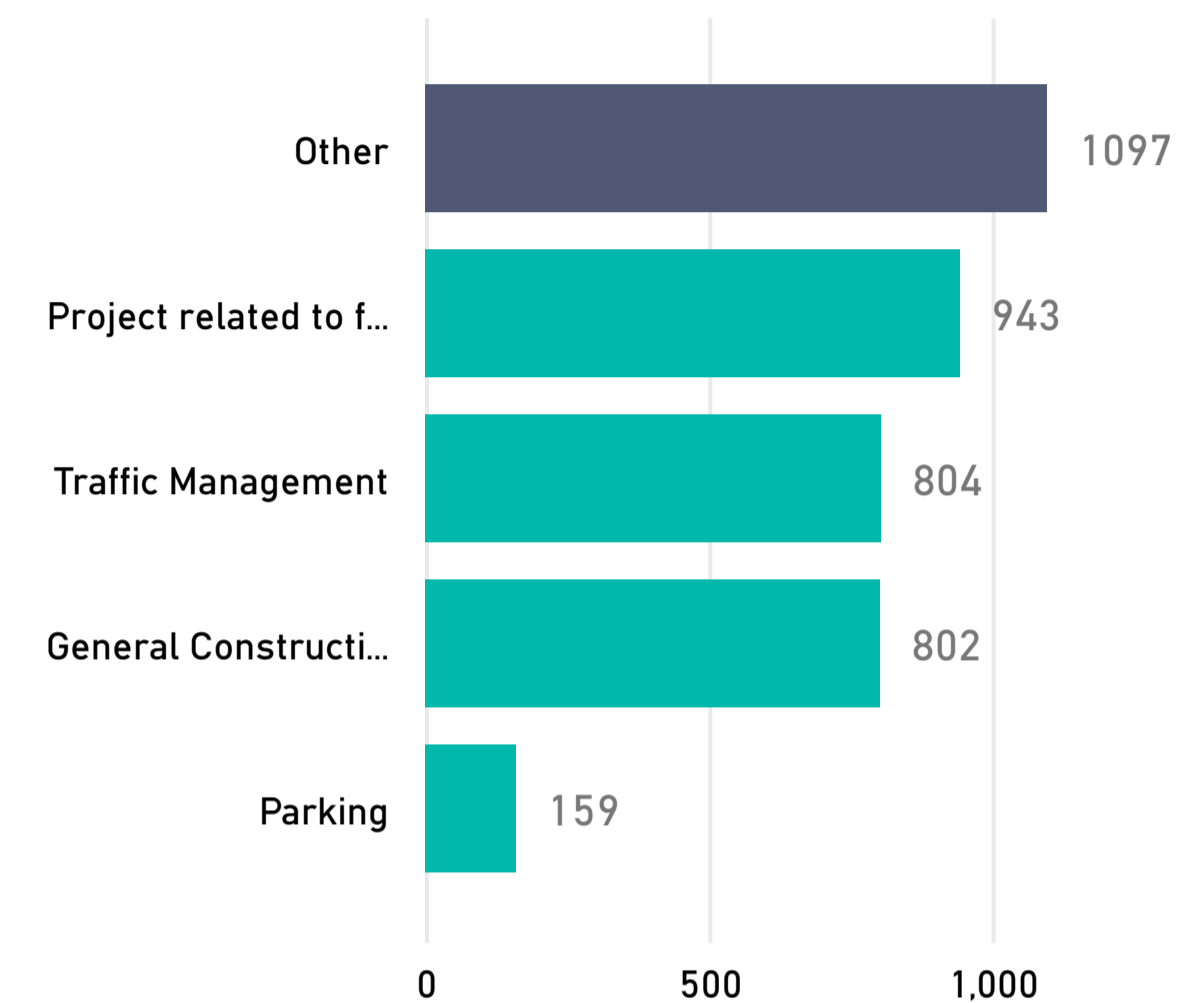
Number of Tickets by Week



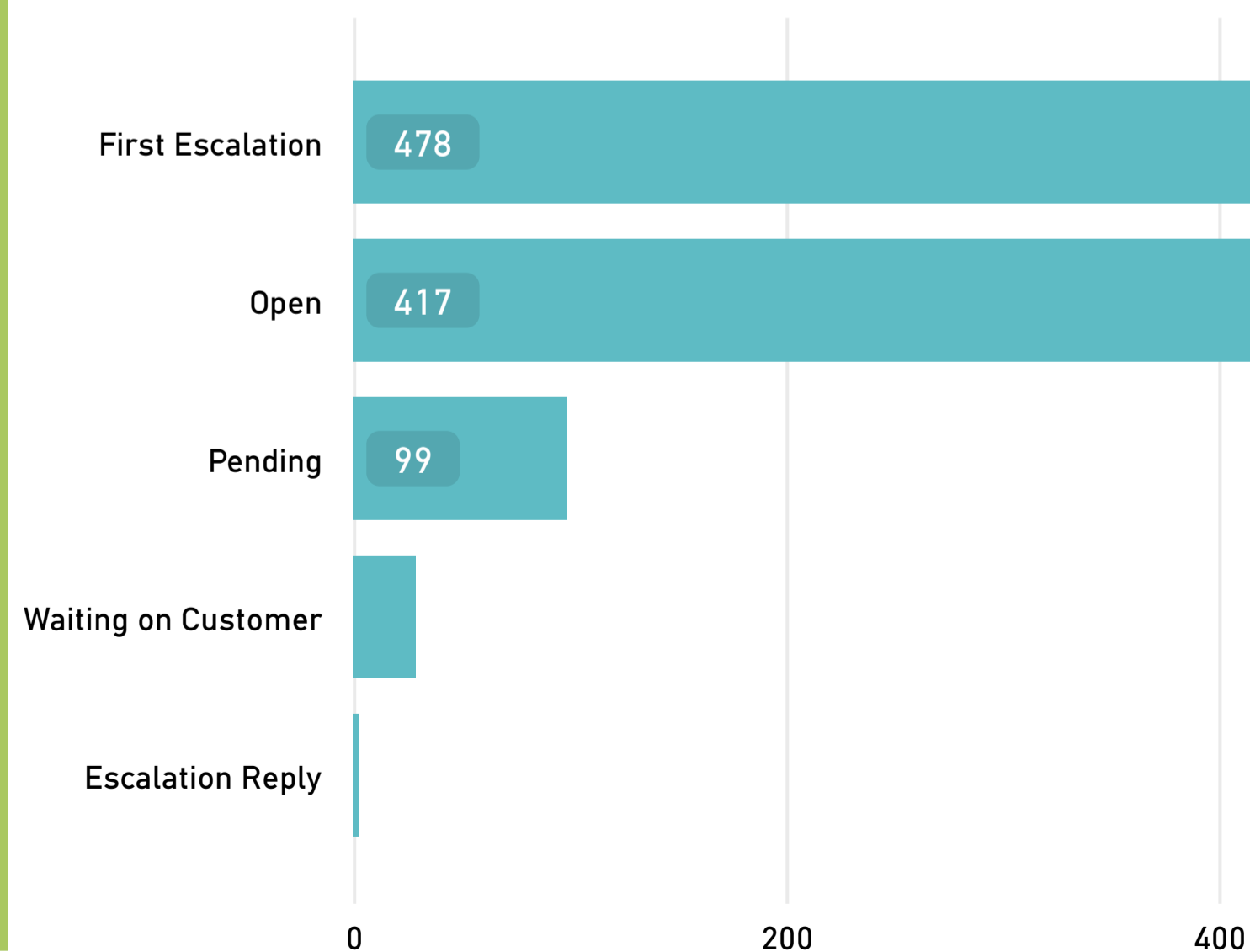
Source of Enquiries*



Top 5 Enquiry Types*



Number of Unresolved Tickets by Status*



Longest Enquiries*

Type	Ave. Hours to Resolve
Considerate Constructors Scheme	614.2
Potential Claims	170.8
Community Benefits	124.6
Business Continuity Fund	122.4
Support for Business	93.3
General Construction Works	91.8
Post Construction	80.0
Traffic Management	68.6

Average Time to Resolve (in hours) by Source*

