

## Summary

Average Time to Resolve (in hours)

74.6

Number of Tickets Received (last 30 days)

257

Number of Tickets Received (Overall)

13.24K

Number of Tickets Resolved (last 30 days)

192

Number of Tickets Resolved (Overall)

12.13K

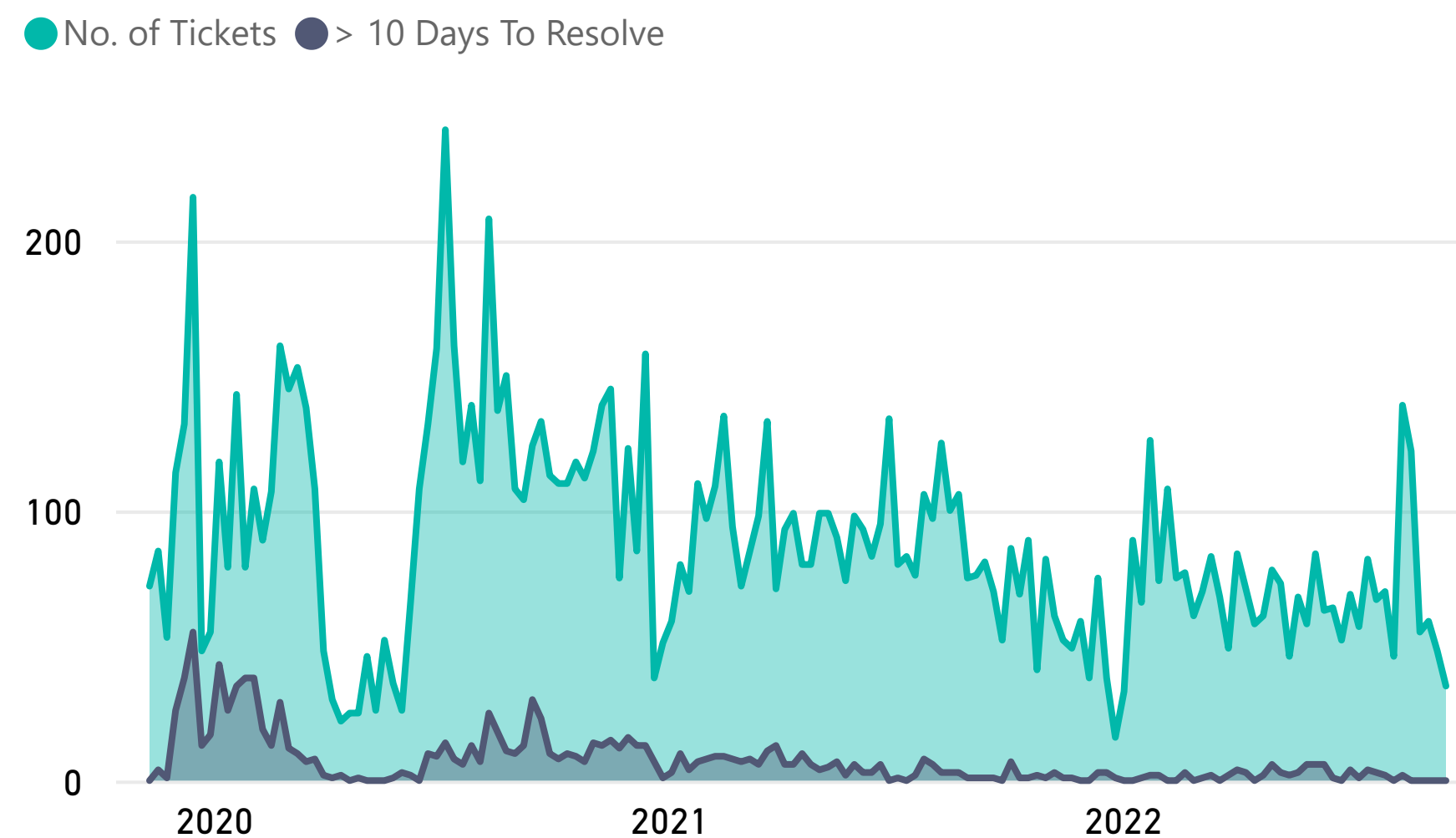
First Contact Resolution

80.6%

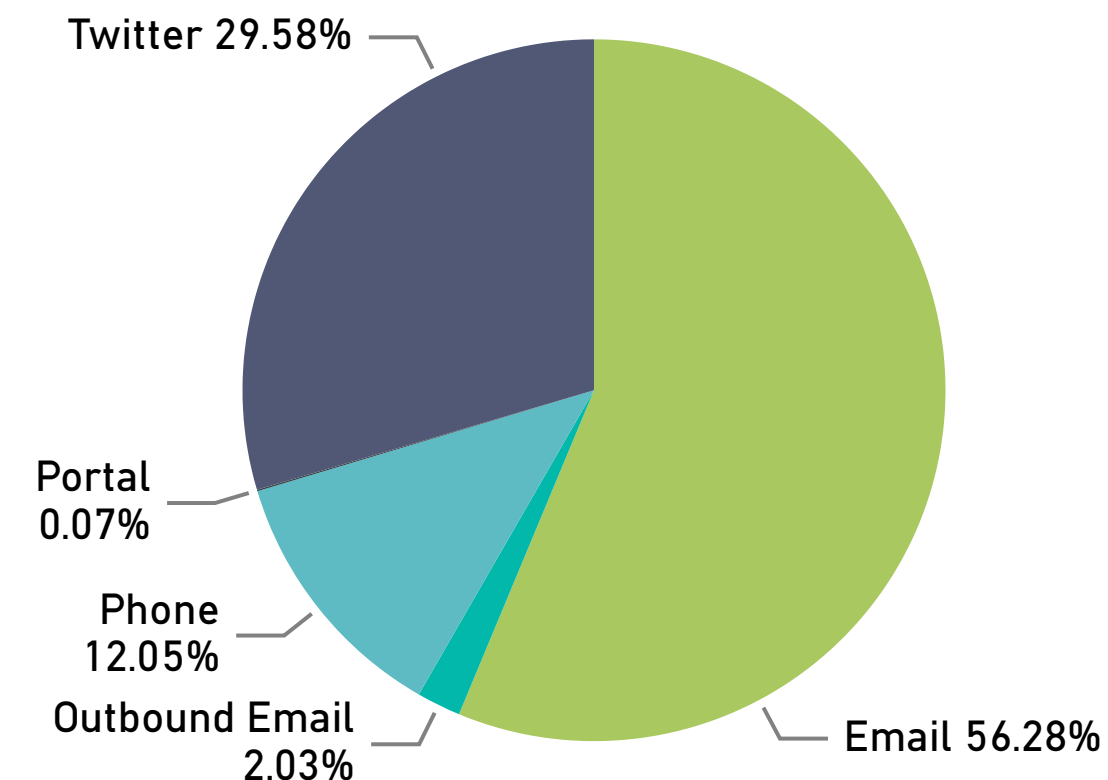
Number of Interactions

20K

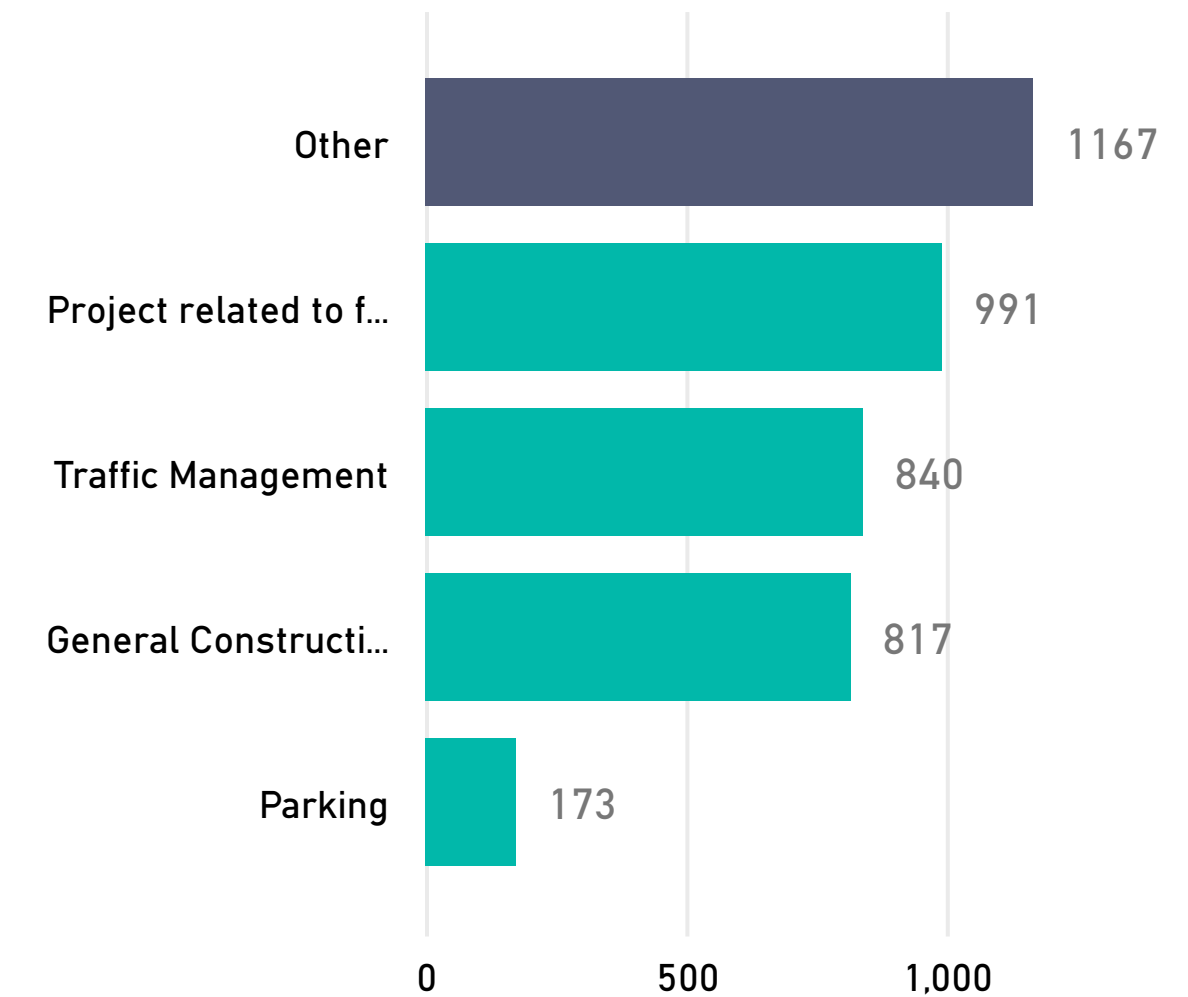
Number of Tickets by Week



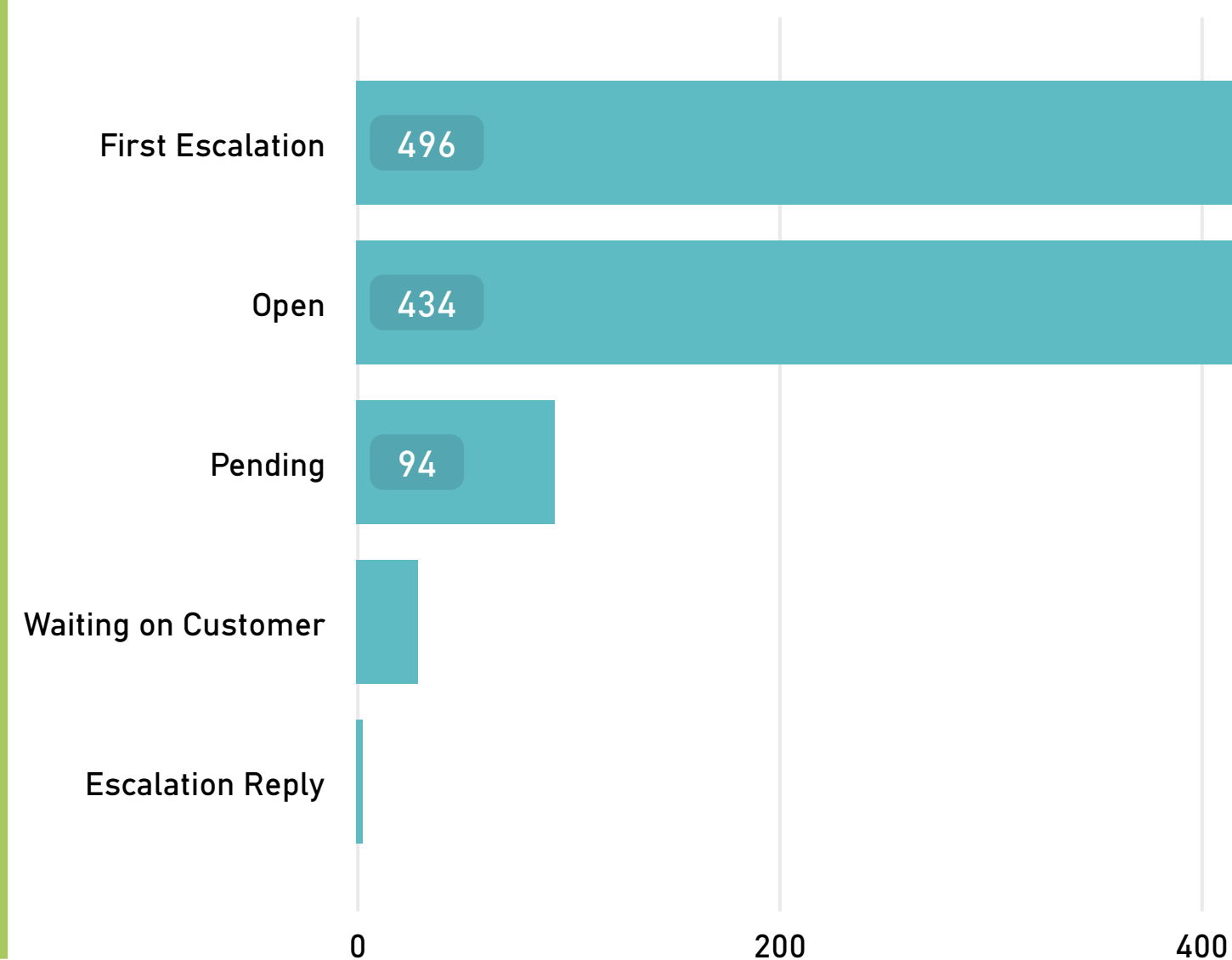
Source of Enquiries\*



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
General Construction Works	92.7
Support for Business	92.4
Post Construction	80.0
Traffic Management	67.8

Average Time to Resolve (in hours) by Source\*

