

Summary

Average Time to Resolve (in hours)

73.2

Number of Tickets Received (last 30 days)

368

Number of Tickets Received (Overall)

13.64K

Number of Tickets Resolved (last 30 days)

249

Number of Tickets Resolved (Overall)

12.41K

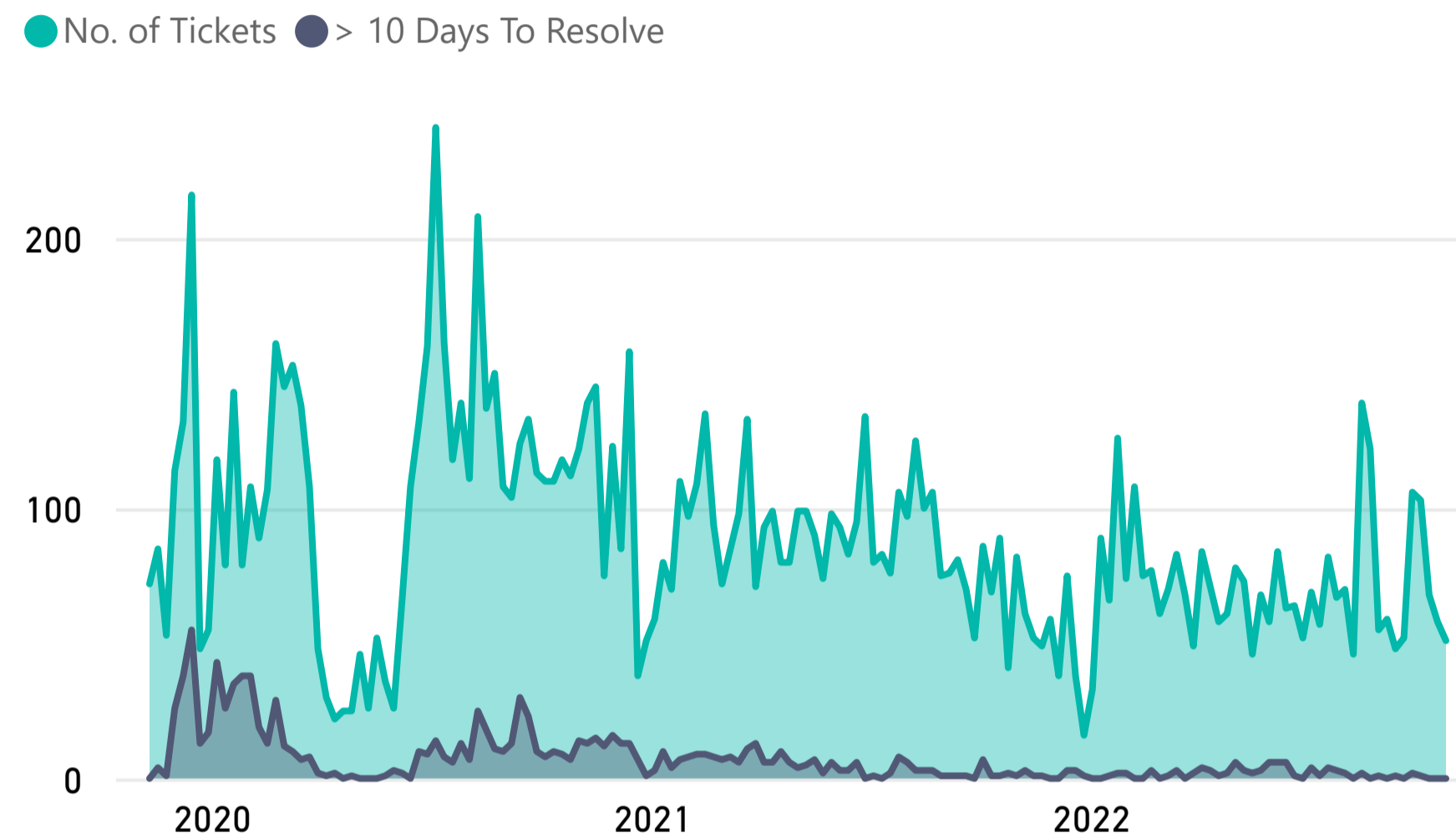
First Contact Resolution

80.7%

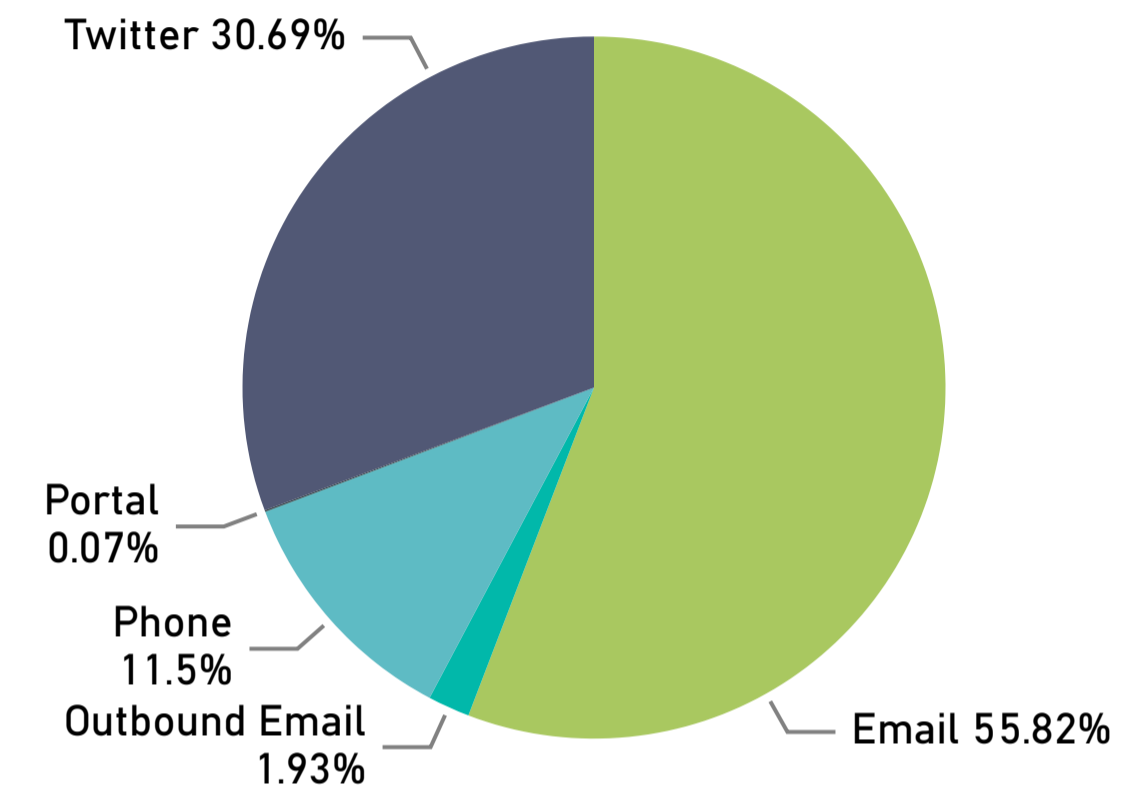
Number of Interactions

20K

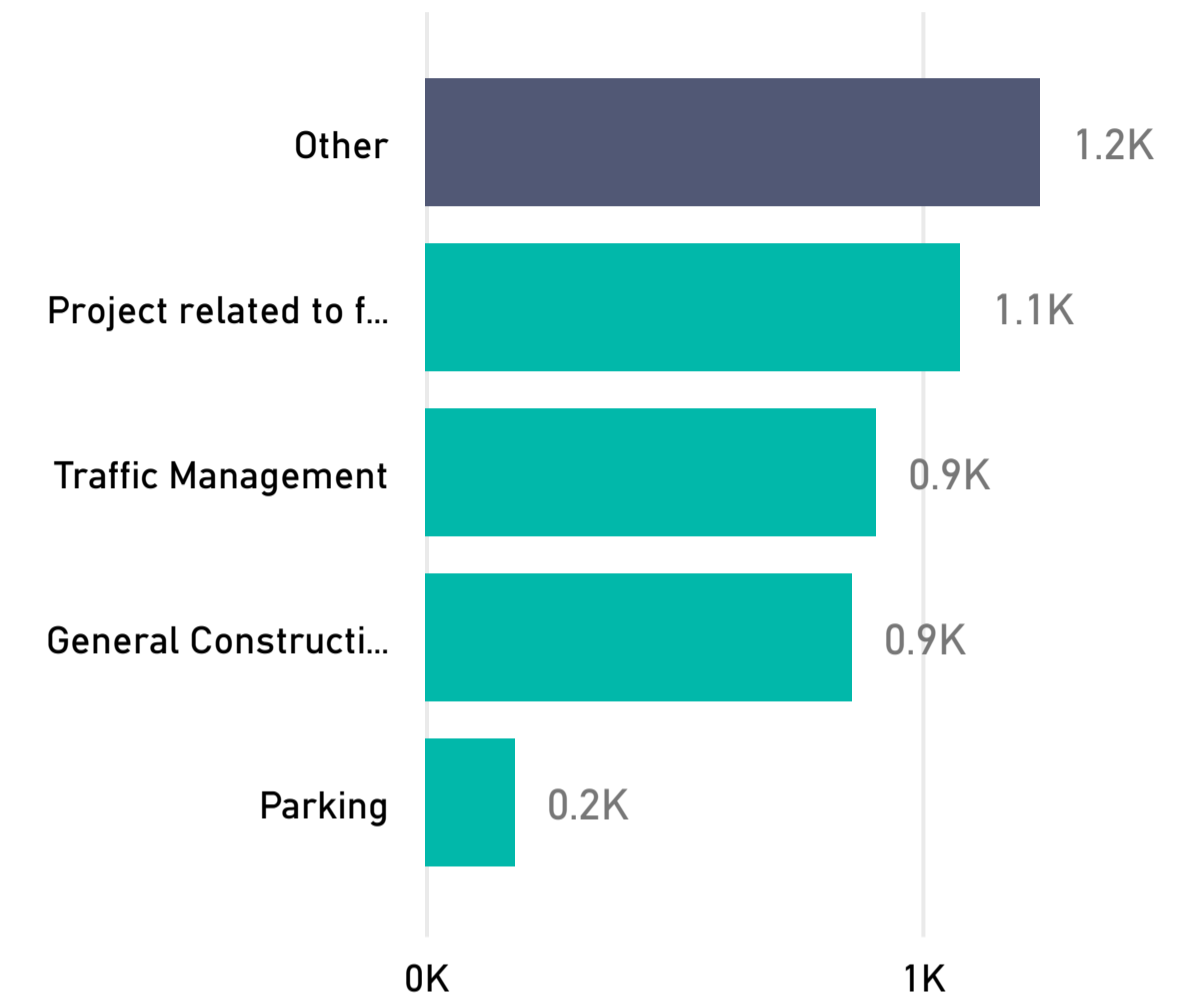
Number of Tickets by Week



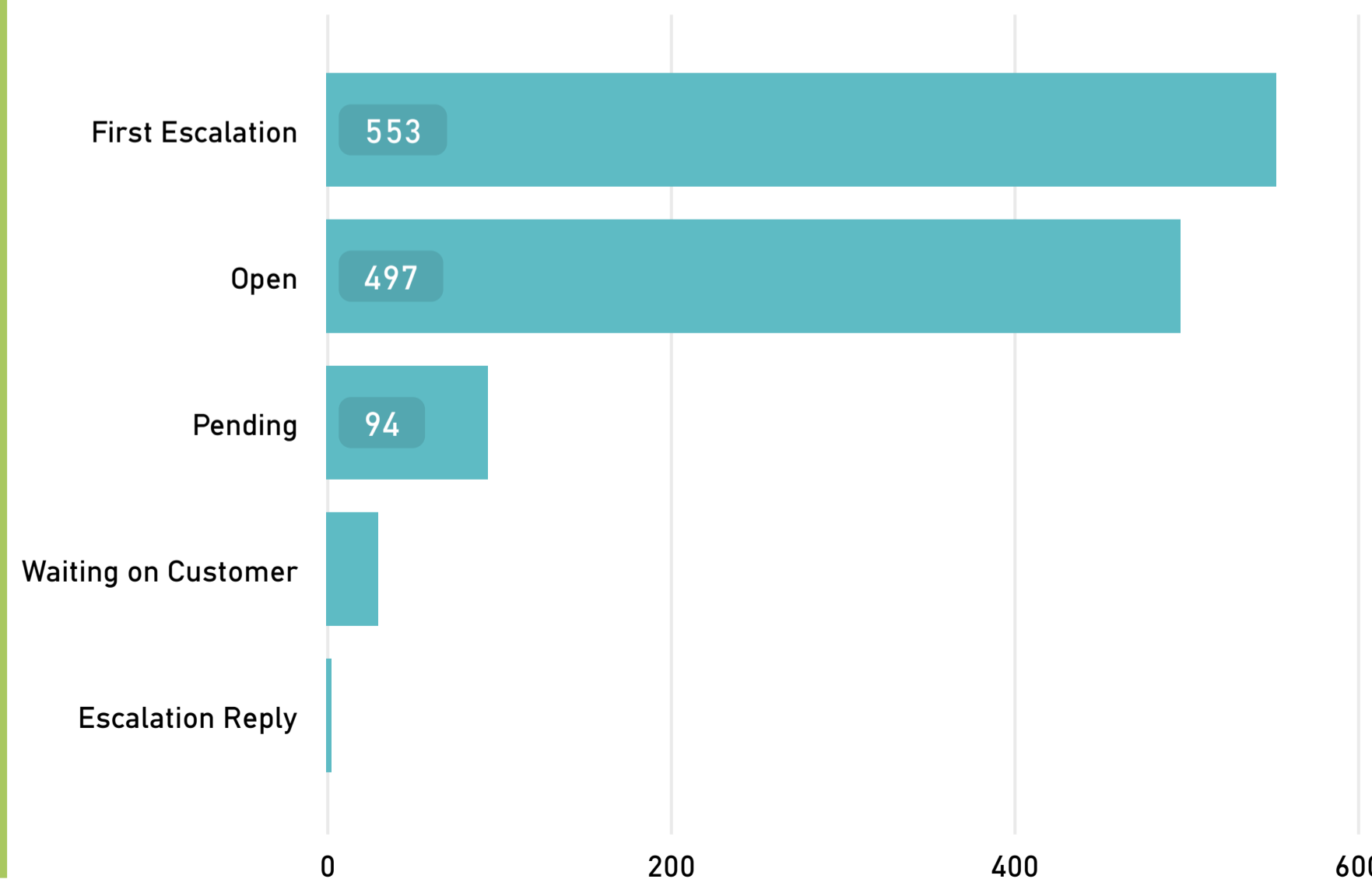
Source of Enquiries*



Top 5 Enquiry Types*



Number of Unresolved Tickets by Status*



Longest Enquiries*

Type	Ave. Hours to Resolve
Considerate Constructors Scheme	614.2
Potential Claims	169.5
Community Benefits	122.8
Business Continuity Fund	122.4
General Construction Works	95.0
Support for Business	88.7
Post Construction	74.7
Traffic Management	66.2

Average Time to Resolve (in hours) by Source*

