

Summary

Average Time to Resolve (in hours)

72.2

Number of Tickets Received (last 30 days)

377

Number of Tickets Received (Overall)

14.00K

Number of Tickets Resolved (last 30 days)

269

Number of Tickets Resolved (Overall)

12.70K

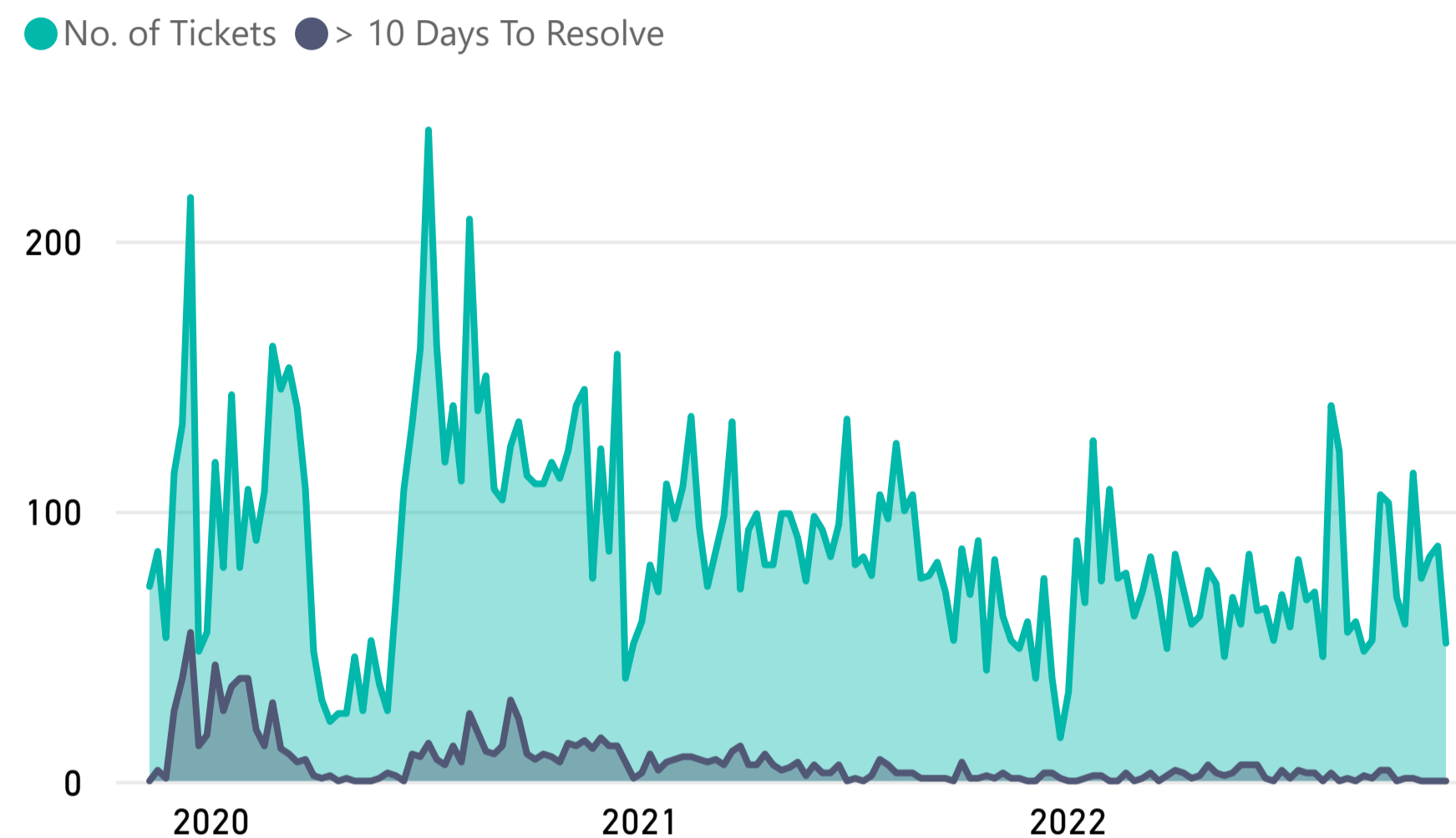
First Contact Resolution

80.8%

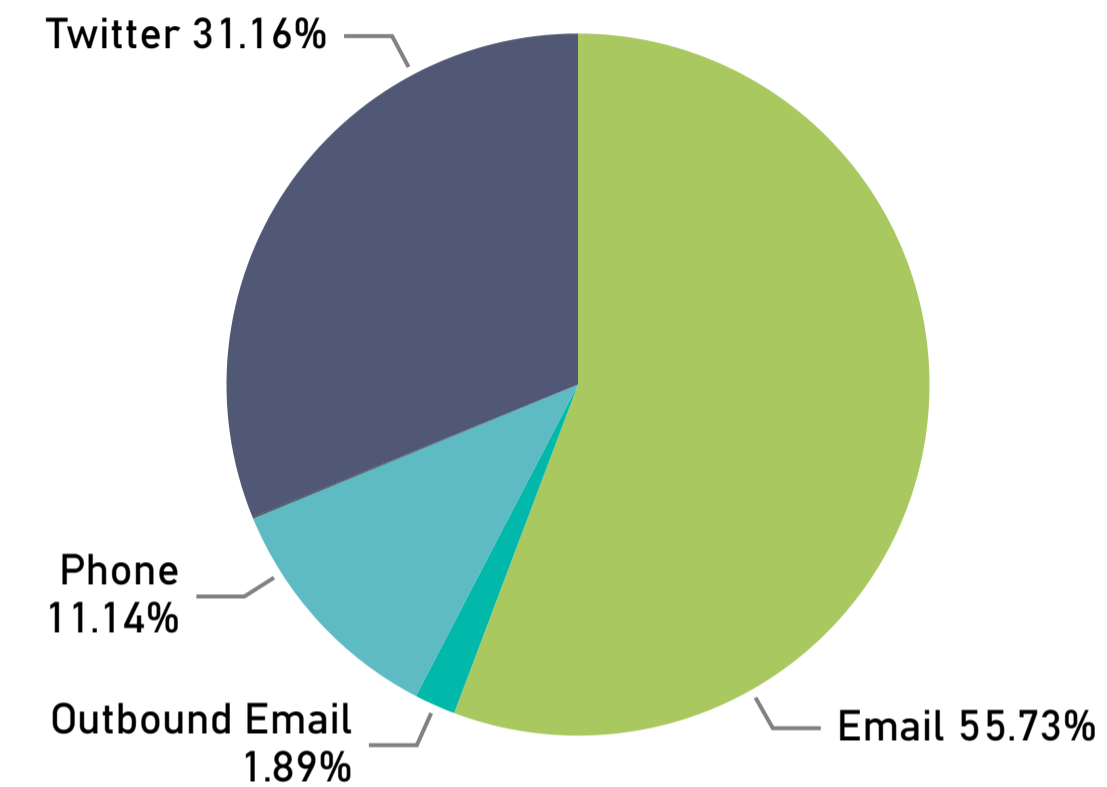
Number of Interactions

21K

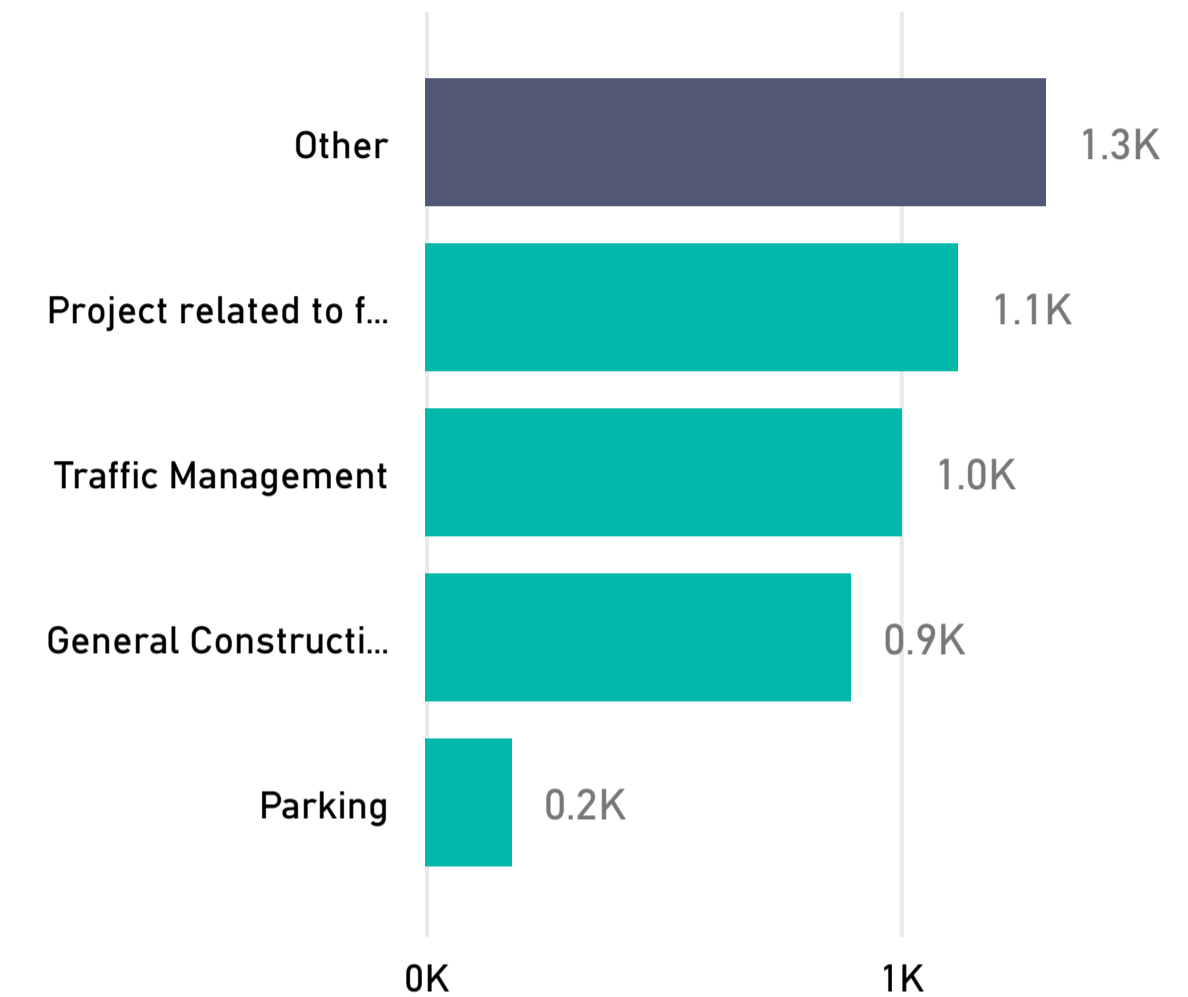
Number of Tickets by Week



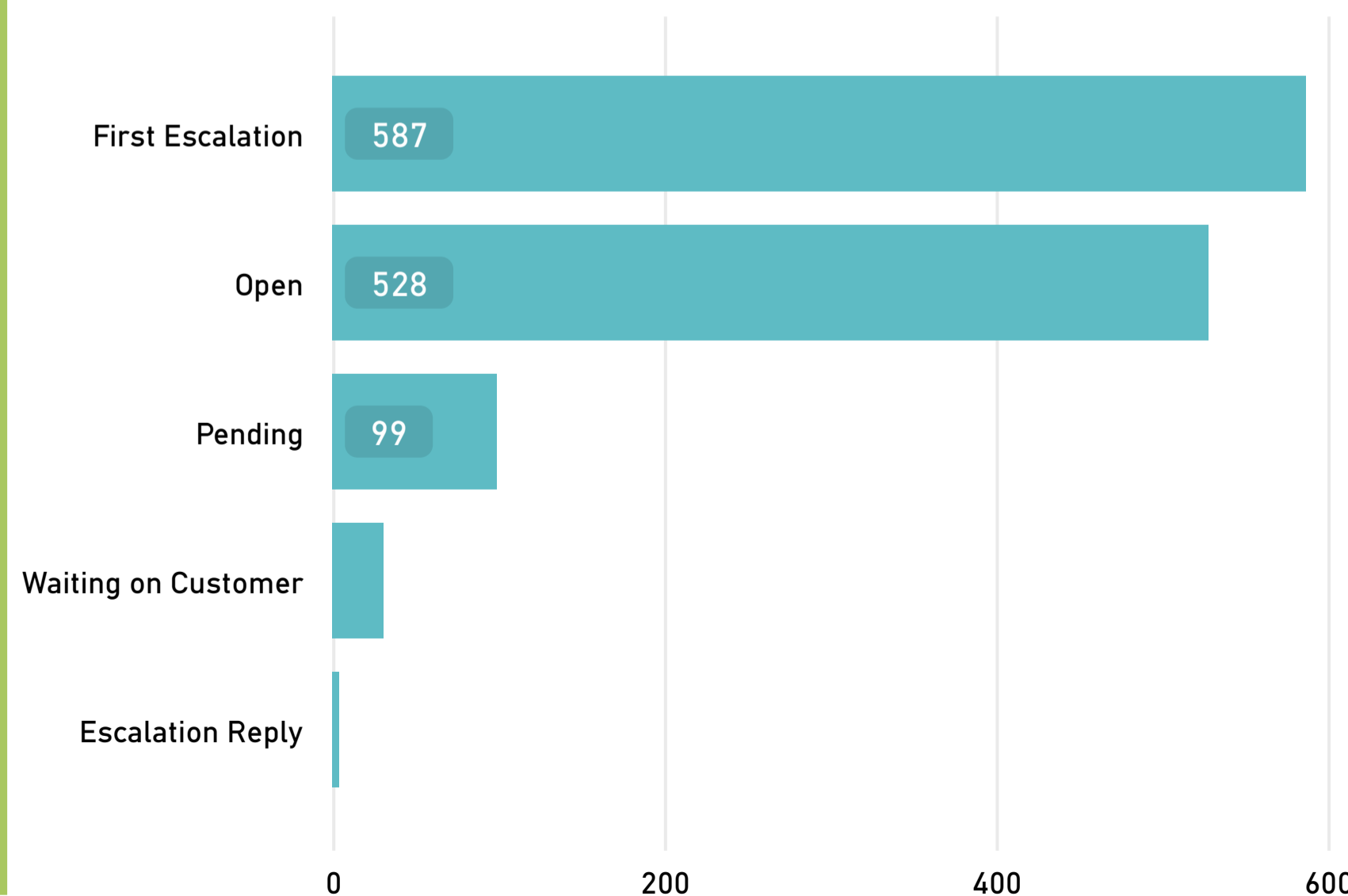
Source of Enquiries*



Top 5 Enquiry Types*



Number of Unresolved Tickets by Status*



Longest Enquiries*

Type	Ave. Hours to Resolve
Considerate Constructors Scheme	614.2
Potential Claims	165.7
Community Benefits	121.0
Business Continuity Fund	115.8
General Construction Works	93.6
Support for Business	88.0
Post Construction	76.7
Cycling	67.5

Average Time to Resolve (in hours) by Source*

