

## Summary

Average Time to Resolve (in hours)

71.9

Number of Tickets Received (last 30 days)

352

Number of Tickets Received (Overall)

14.26K

Number of Tickets Resolved (last 30 days)

245

Number of Tickets Resolved (Overall)

12.91K

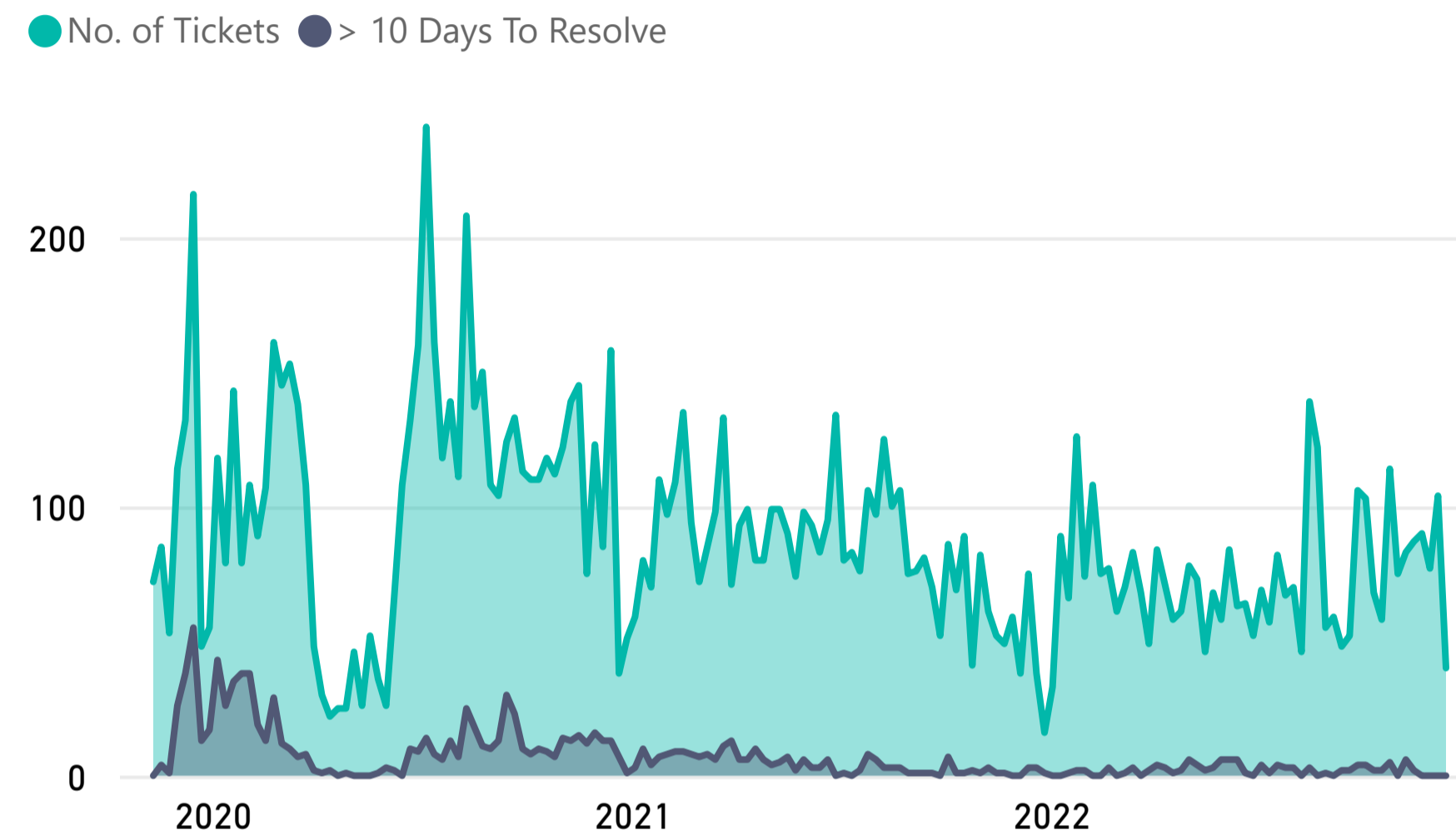
First Contact Resolution

80.7%

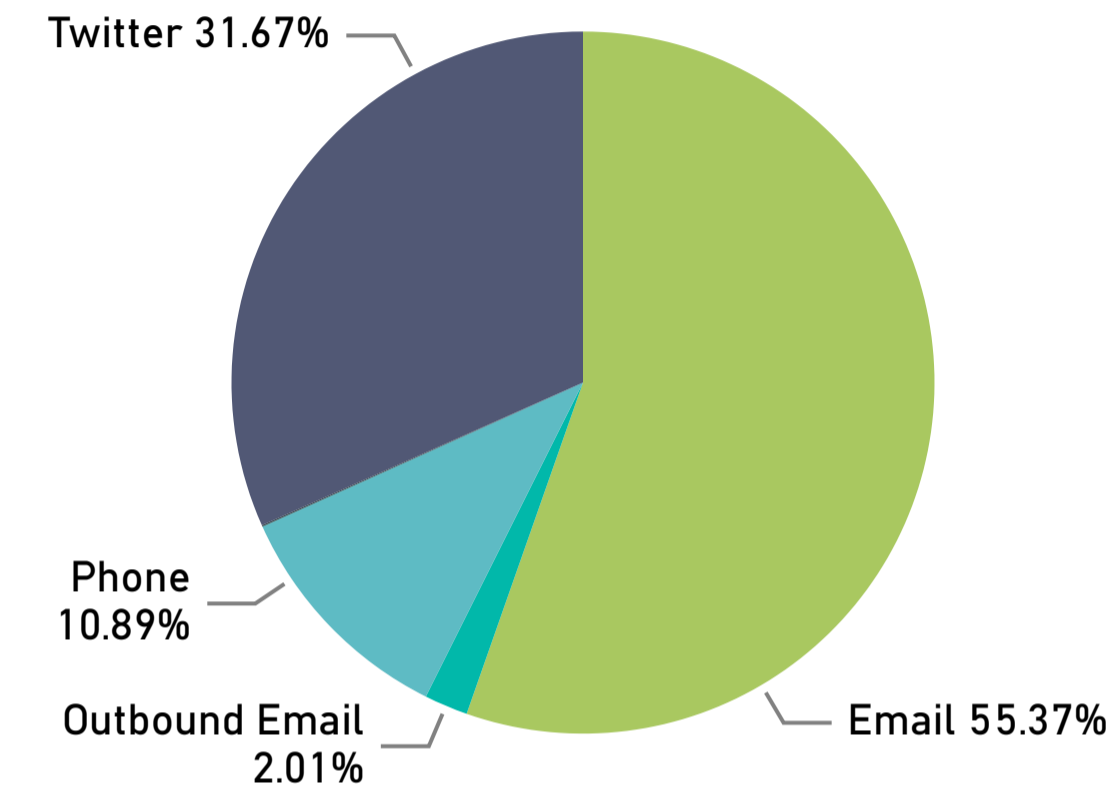
Number of Interactions

21K

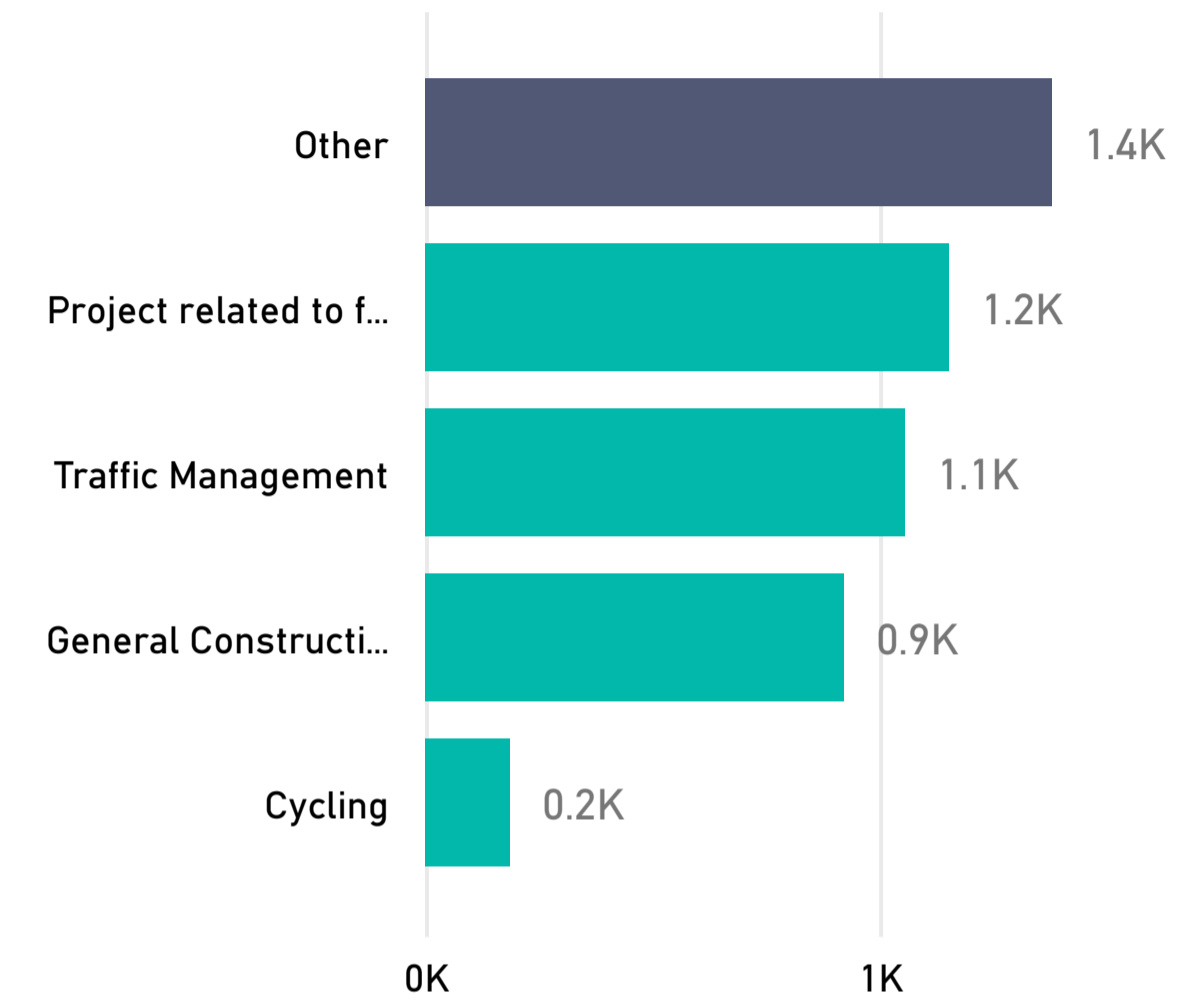
Number of Tickets by Week



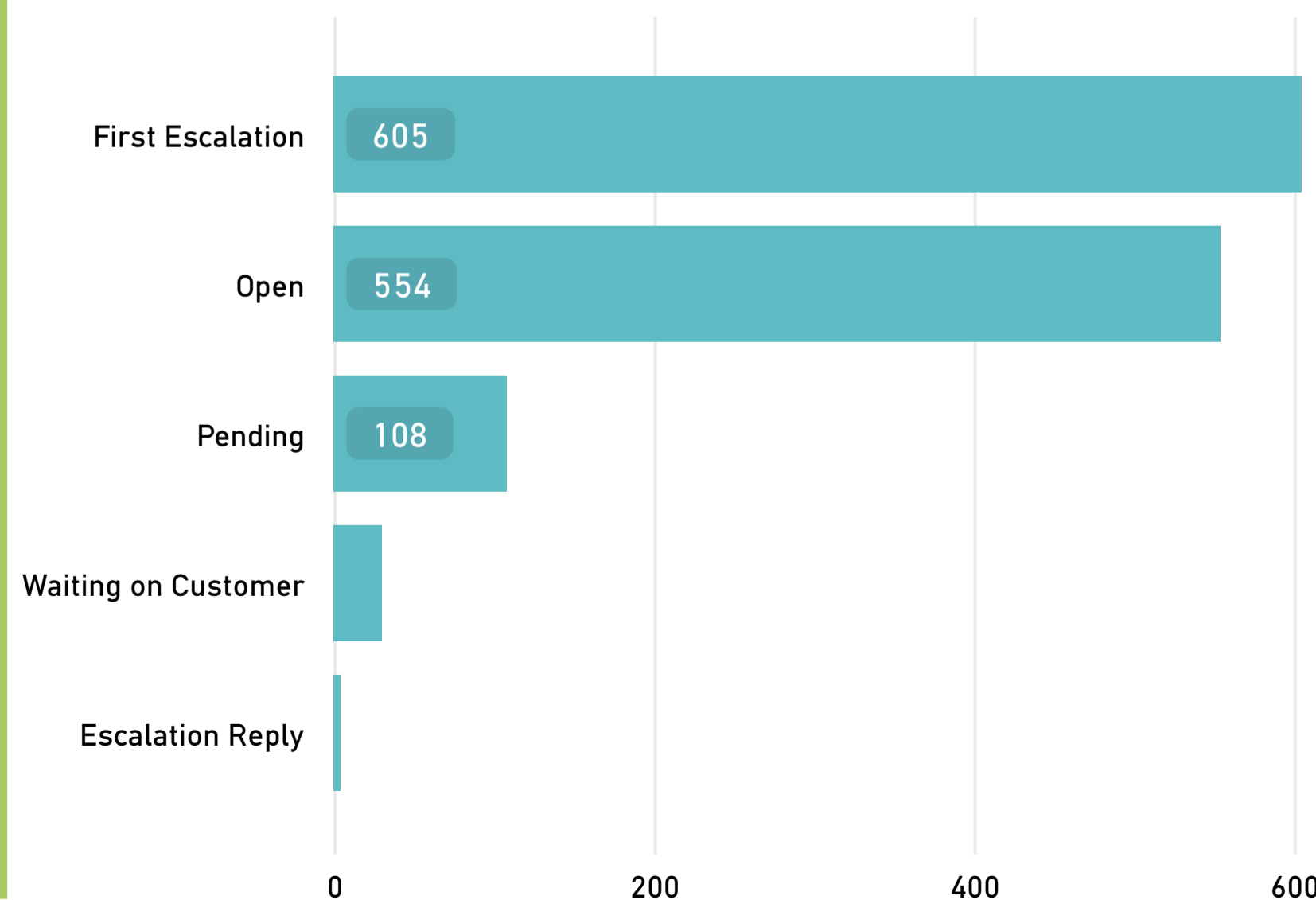
Source of Enquiries\*



Top 5 Enquiry Types\*



Number of Unresolved Tickets by Status\*



Longest Enquiries\*

Type	Ave. Hours to Resolve
Considerate Constructors Scheme	614.2
Potential Claims	162.2
Business Continuity Fund	120.0
Community Benefits	107.0
General Construction Works	93.4
Support for Business	87.2
Public Realm Works	76.3
Post Construction	74.3

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

