

Summary

Average Time to Resolve (in hours)

70.6

Number of Tickets Received (last 30 days)

293

Number of Tickets Received (Overall)

14.89K

Number of Tickets Resolved (last 30 days)

190

Number of Tickets Resolved (Overall)

13.38K

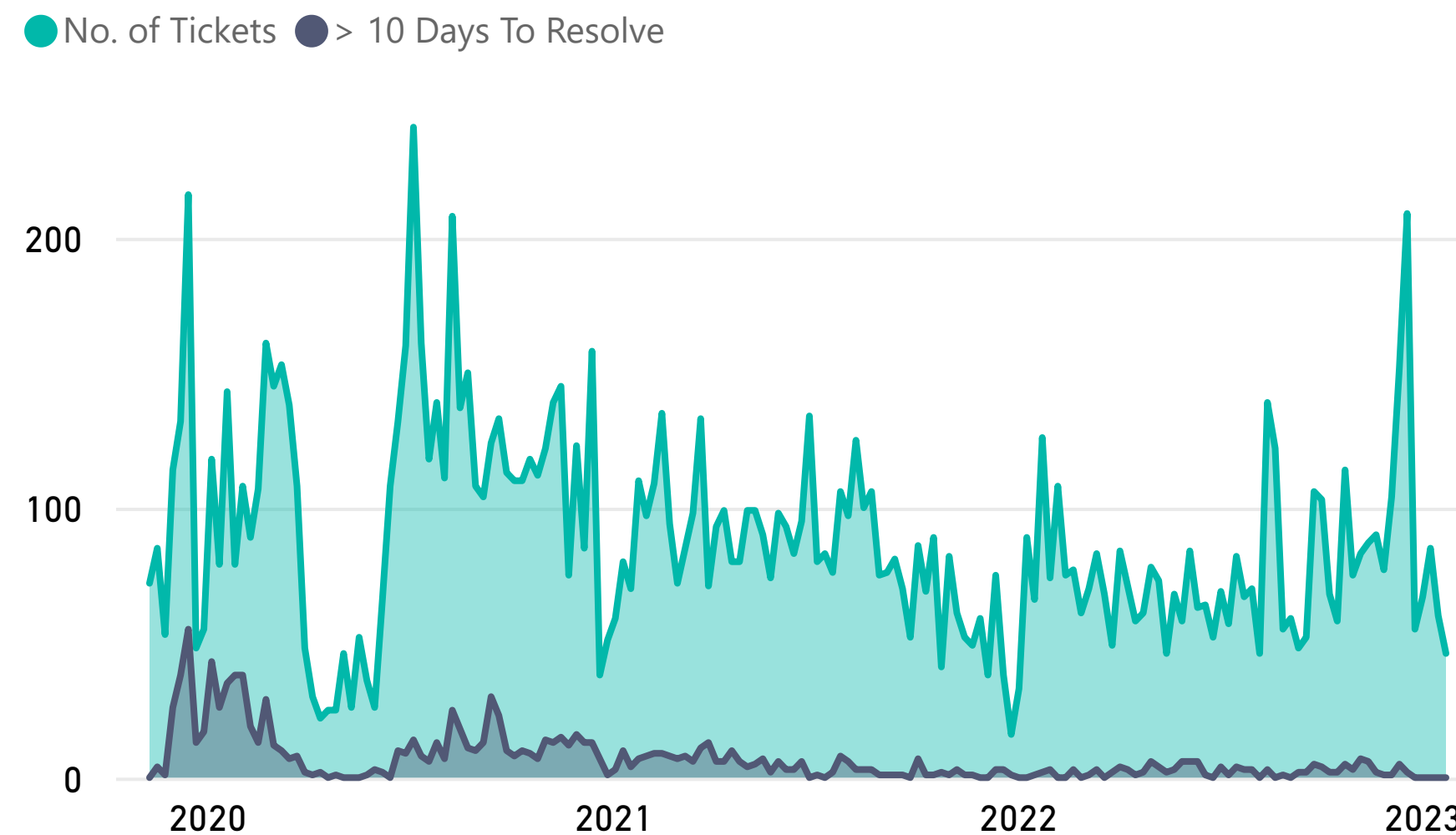
First Contact Resolution

80.8%

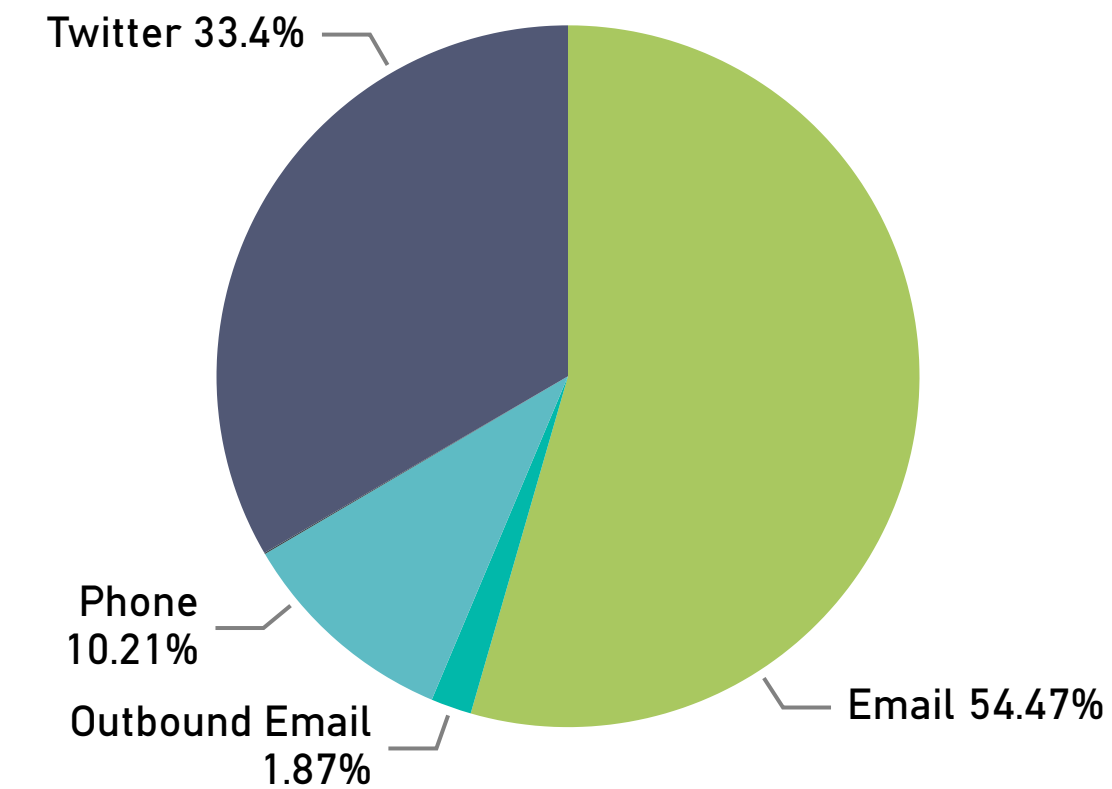
Number of Interactions

23K

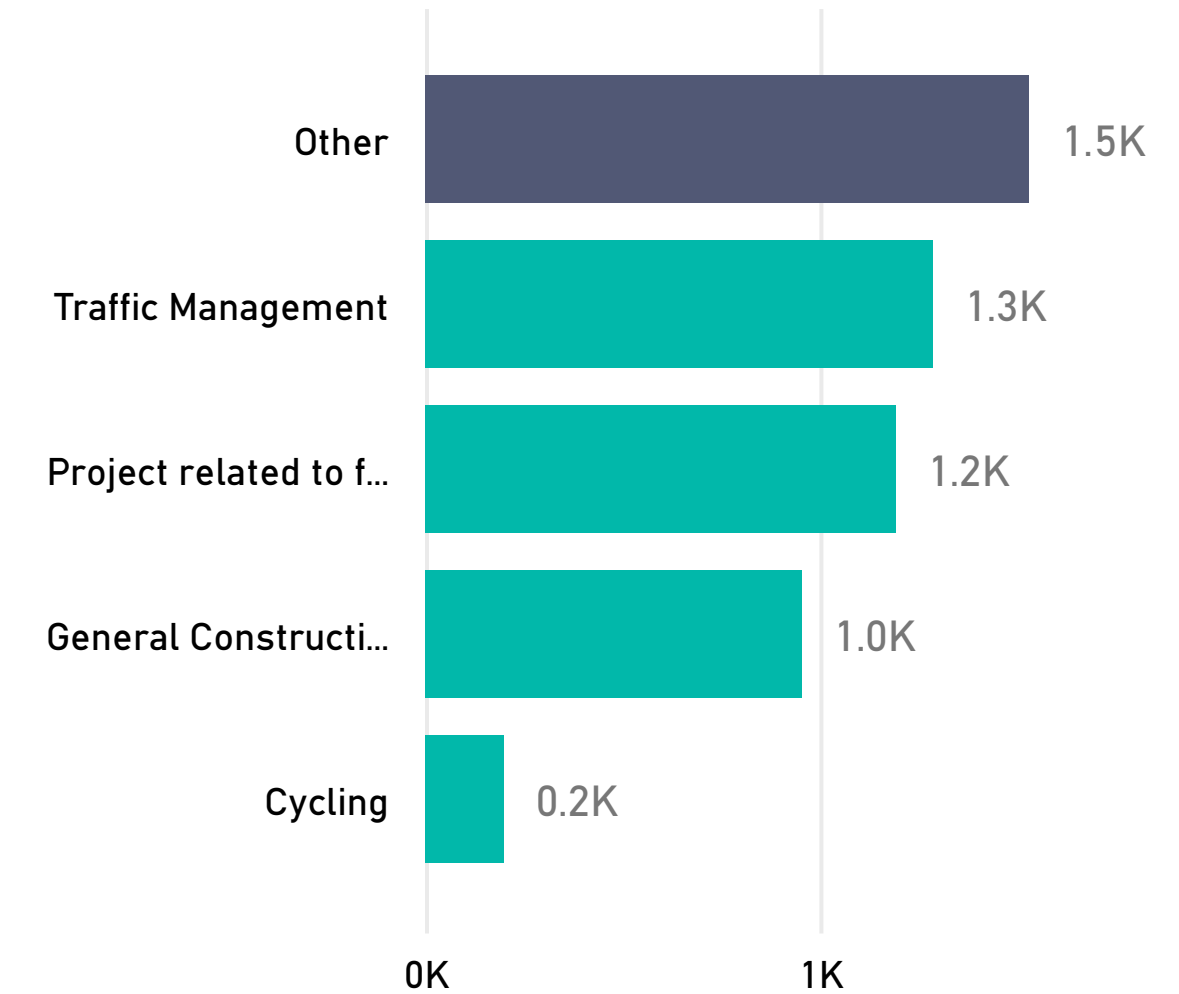
Number of Tickets by Week



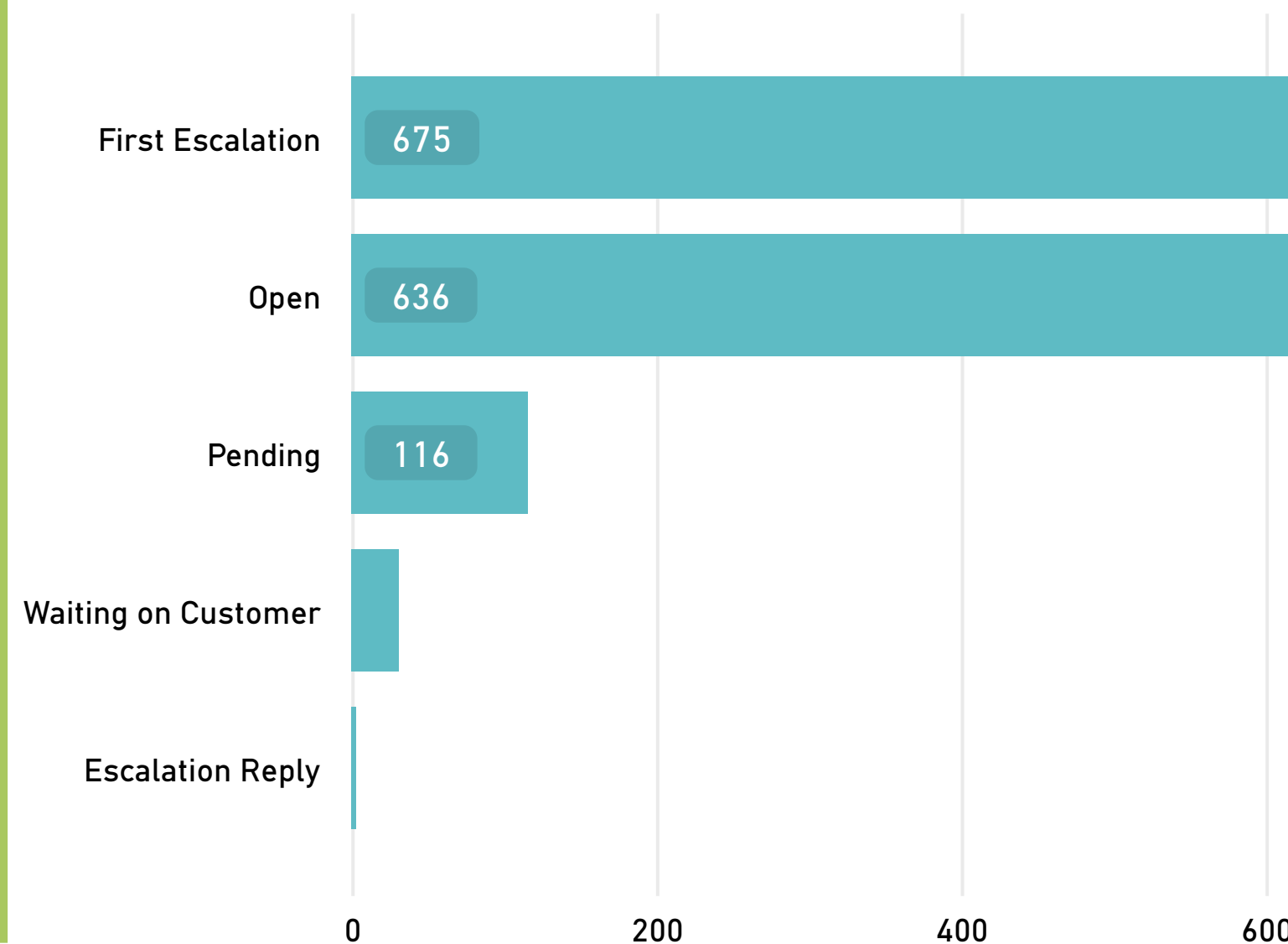
Source of Enquiries*



Top 5 Enquiry Types*



Number of Unresolved Tickets by Status*



Longest Enquiries*

Type	Ave. Hours to Resolve
Considerate Constructors Scheme	614.2
Potential Claims	159.8
Post Construction	135.5
Community Benefits	117.7
Business Continuity Fund	111.2
General Construction Works	96.0
Support for Business	85.1
Public Realm Works	82.1

Average Time to Resolve (in hours) by Source*

