

Summary

Average Time to Resolve (in hours)

70.3

Number of Tickets Received (last 30 days)

504

Number of Tickets Received (Overall)

15.39K

Number of Tickets Resolved (last 30 days)

392

Number of Tickets Resolved (Overall)

13.80K

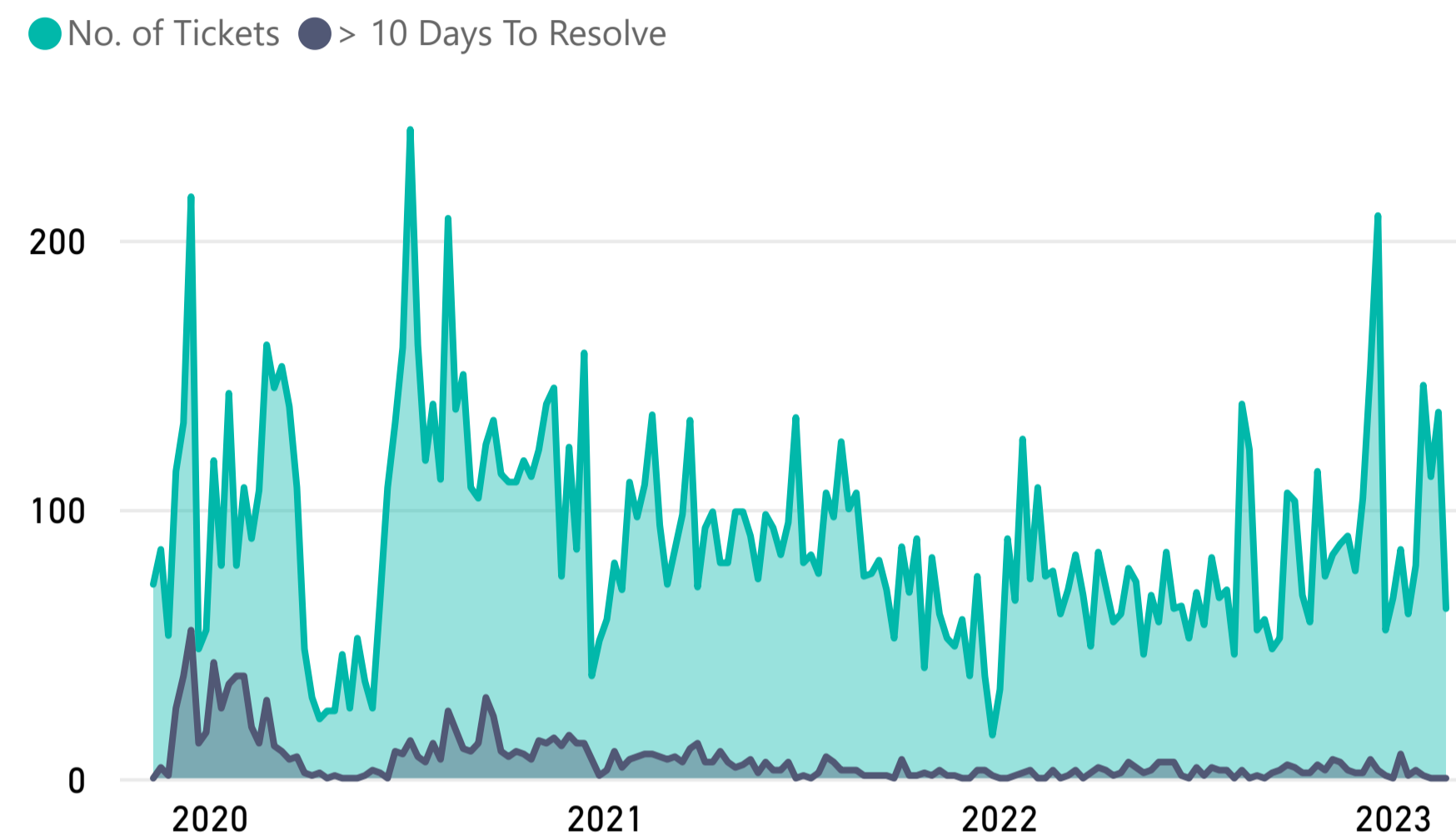
First Contact Resolution

80.7%

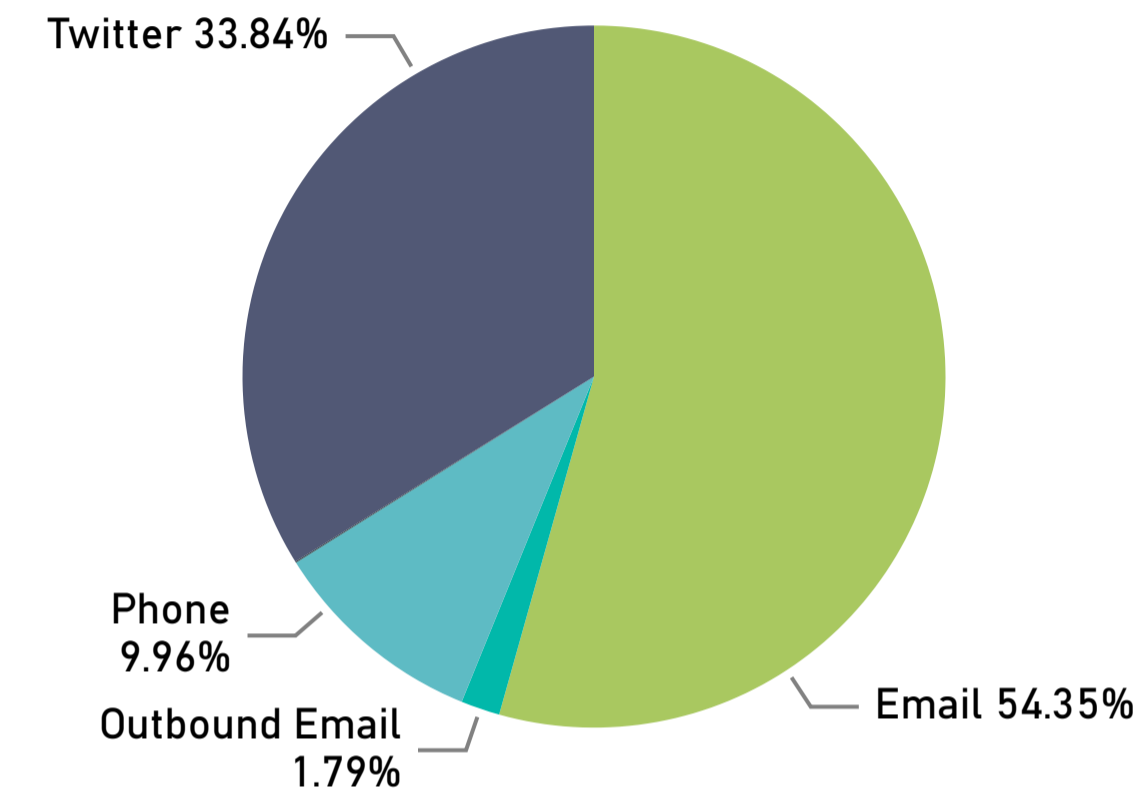
Number of Interactions

24K

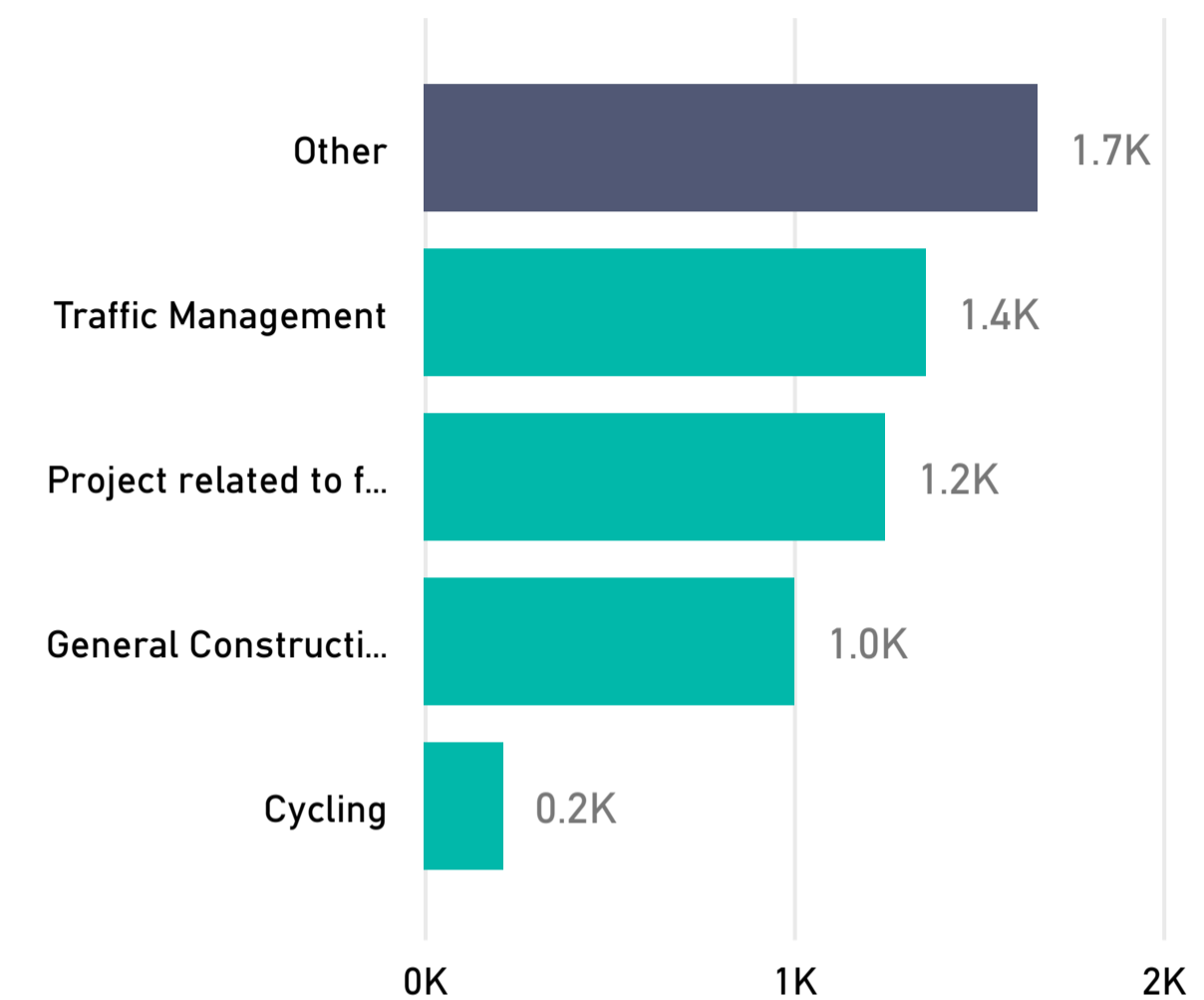
Number of Tickets by Week



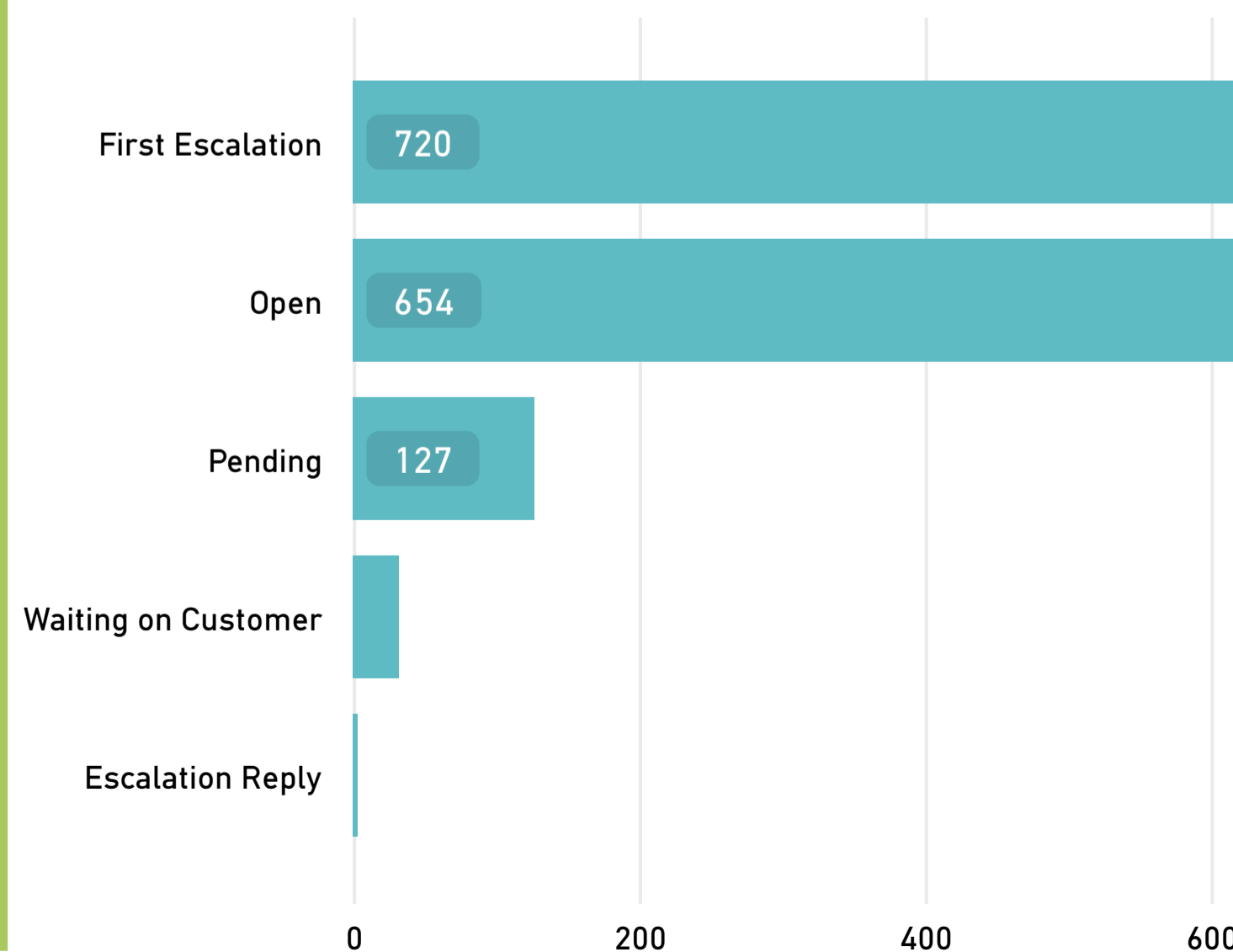
Source of Enquiries*



Top 5 Enquiry Types*



Number of Unresolved Tickets by Status*



Longest Enquiries*

Type	Ave. Hours to Resolve
Considerate Constructors Scheme	614.2
Potential Claims	151.6
Post Construction	128.9
Community Benefits	114.9
Business Continuity Fund	111.2
General Construction Works	93.8
Support for Business	83.7
Public Realm Works	77.3

Average Time to Resolve (in hours) by Source*

