

Summary

Average Time to Resolve (in hours)

108.7

Number of Tickets Received (last 30 days)

211

Number of Tickets Received (Overall)

2646

Number of Tickets Resolved (last 30 days)

205

Number of Tickets Resolved (Overall)

2628

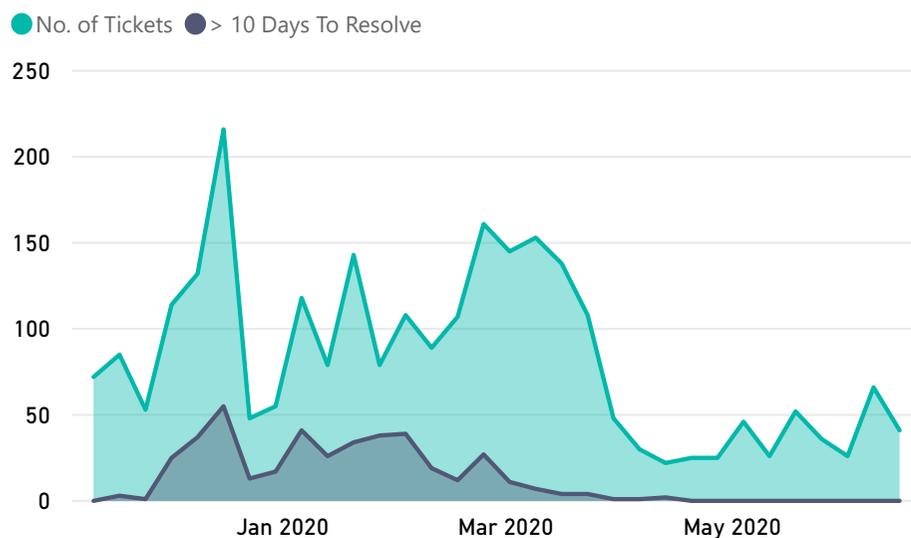
First Contact Resolution

76.6%

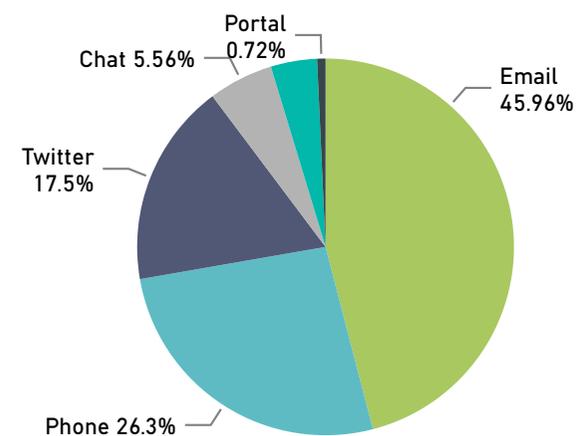
Number of Interactions

3678

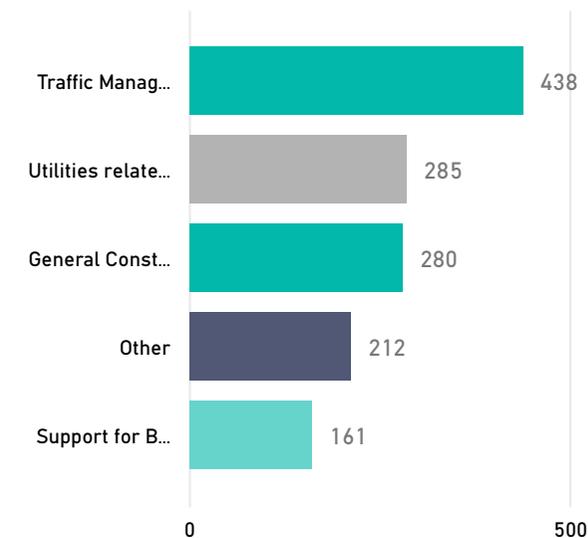
Number of Tickets By Week



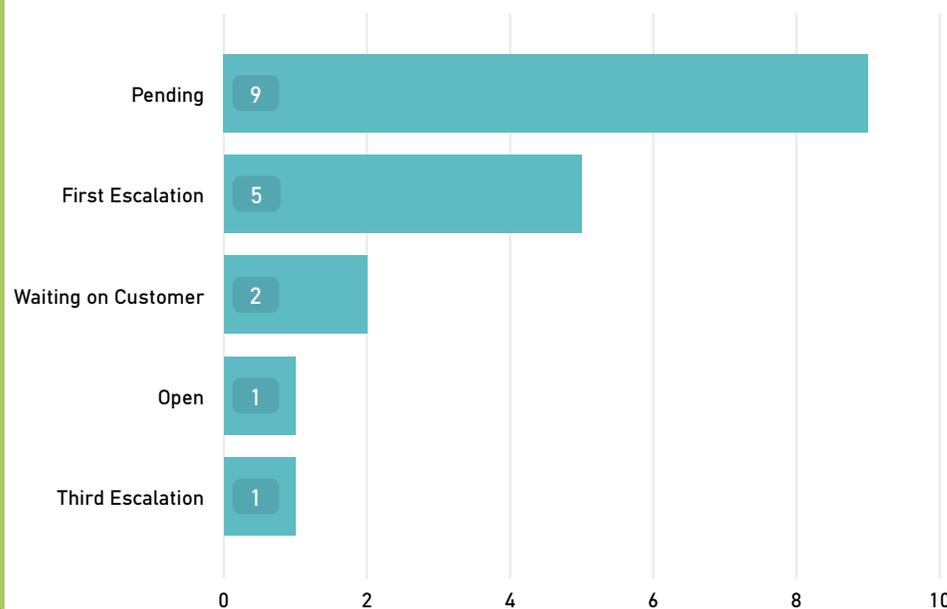
Source of Enquiries



Top 5 Enquiry Types



Number of Unresolved Tickets by Status



Longest Enquiries

Type	Ave. Hours to Resolve
Not for SFN	293.1
Potential Claims	226.1
Parking	179.9
Constitution Street Site excavation	144.2
Utilities related (i.e. water switched off)	143.4
Waste	136.1
	126.5
Support for Business	115.4

Average Time to Resolve (in hours) by Source

