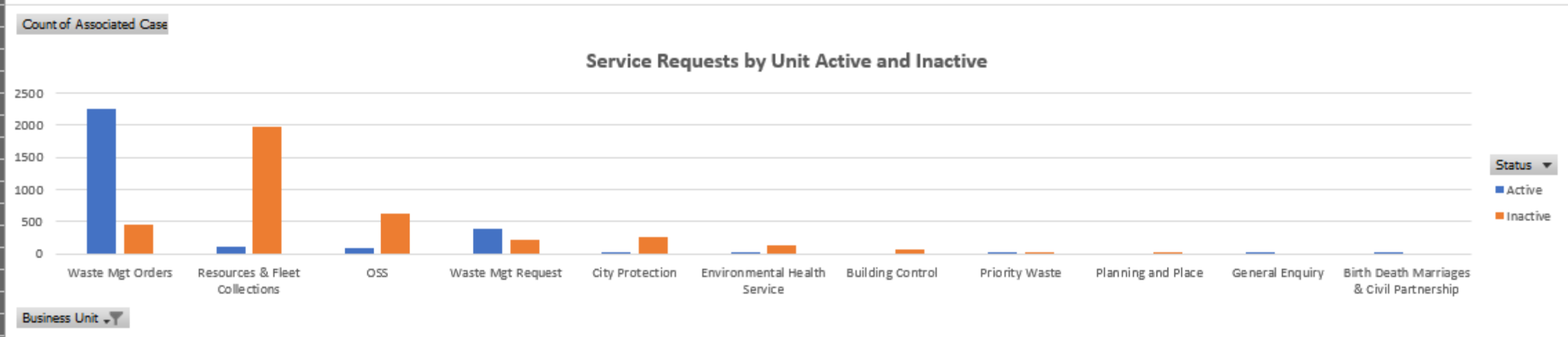
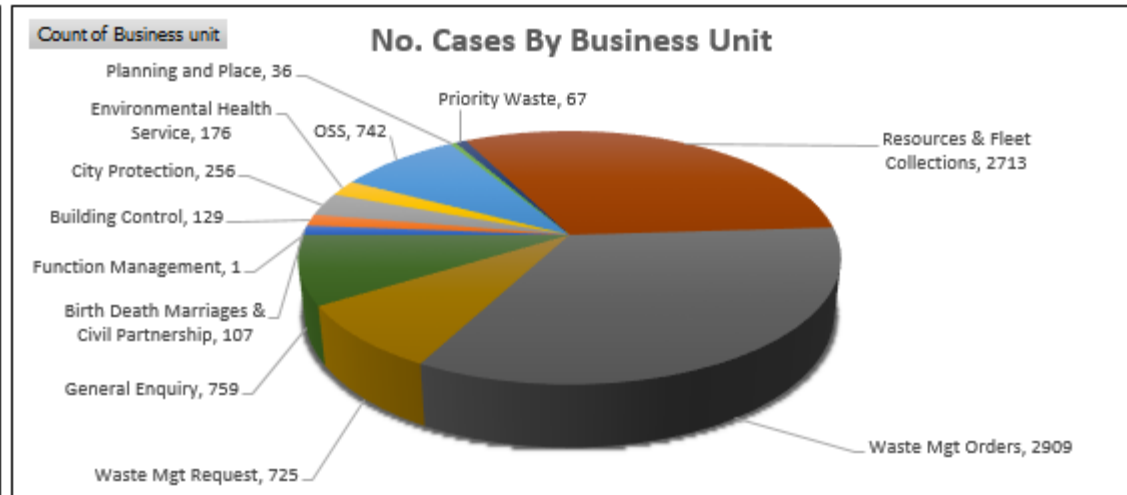
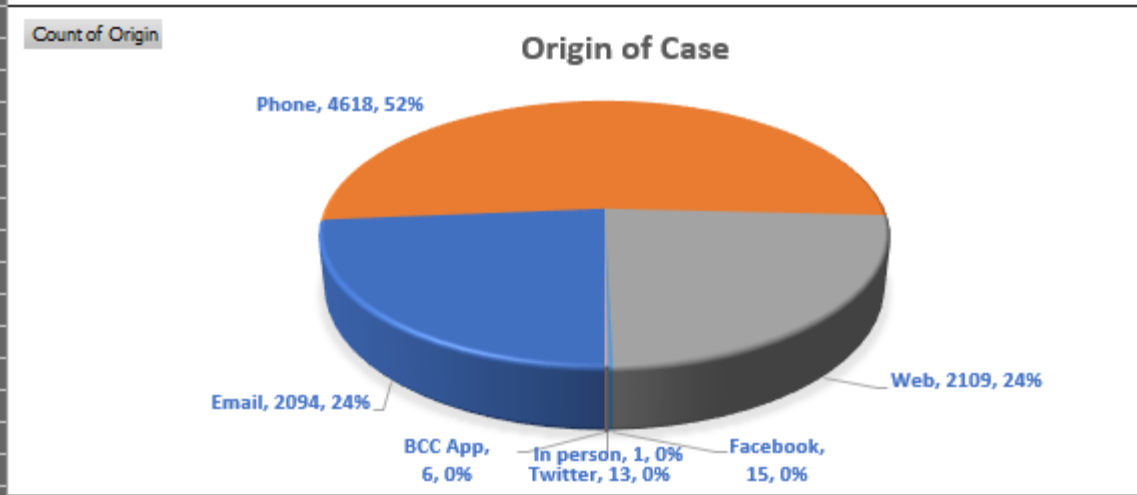


Customer Hub Dashboard

April 2021

Customer At A Glance Dashboard April 2021

CRM	Week to date	Elected Members Cases Active	20	Elected Members Cases Closed	99	Cases closed at Hub	1088
CRM	Week to date	Handoff to Services	6,647	Active Handoffs	2,891	Closed Handoffs	3756



Customer Hub Elected Members Dashboard

April 2021

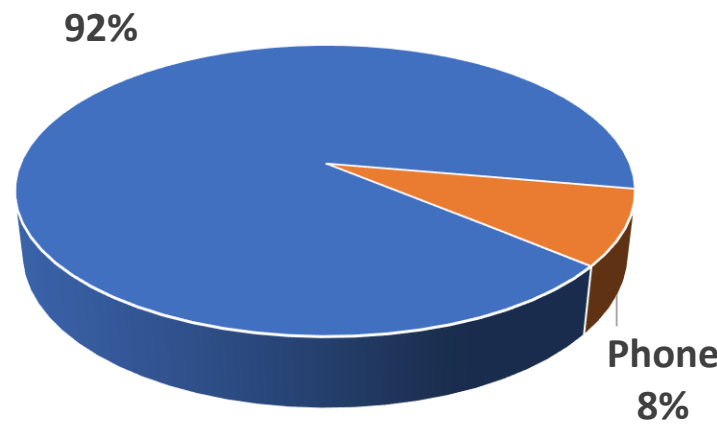
Elected Members Dashboard at a Glance – April 2021

40 Elected Members
Currently Engaging

120 Elected Members
Cases

2 days*
Average Case Resolution

EM Cases raised



Contact type (Customer) (Contact) Elected member

Count of Case Number	Column Labels			
Row Labels	Active	Cancelled	Resolved	Grand Total
OSS	5		28	33
Resources & Fleet Collections	1	1	26	28
Waste Mgt Orders	7		5	12
General Enquiry			12	12
City Protection			7	7
Waste Mgt Request	3		4	7
Building Control			7	7
Priority Waste	4		2	6
Environmental Health Service			6	6
Planning and Place			2	2
Grand Total	20	1	99	120