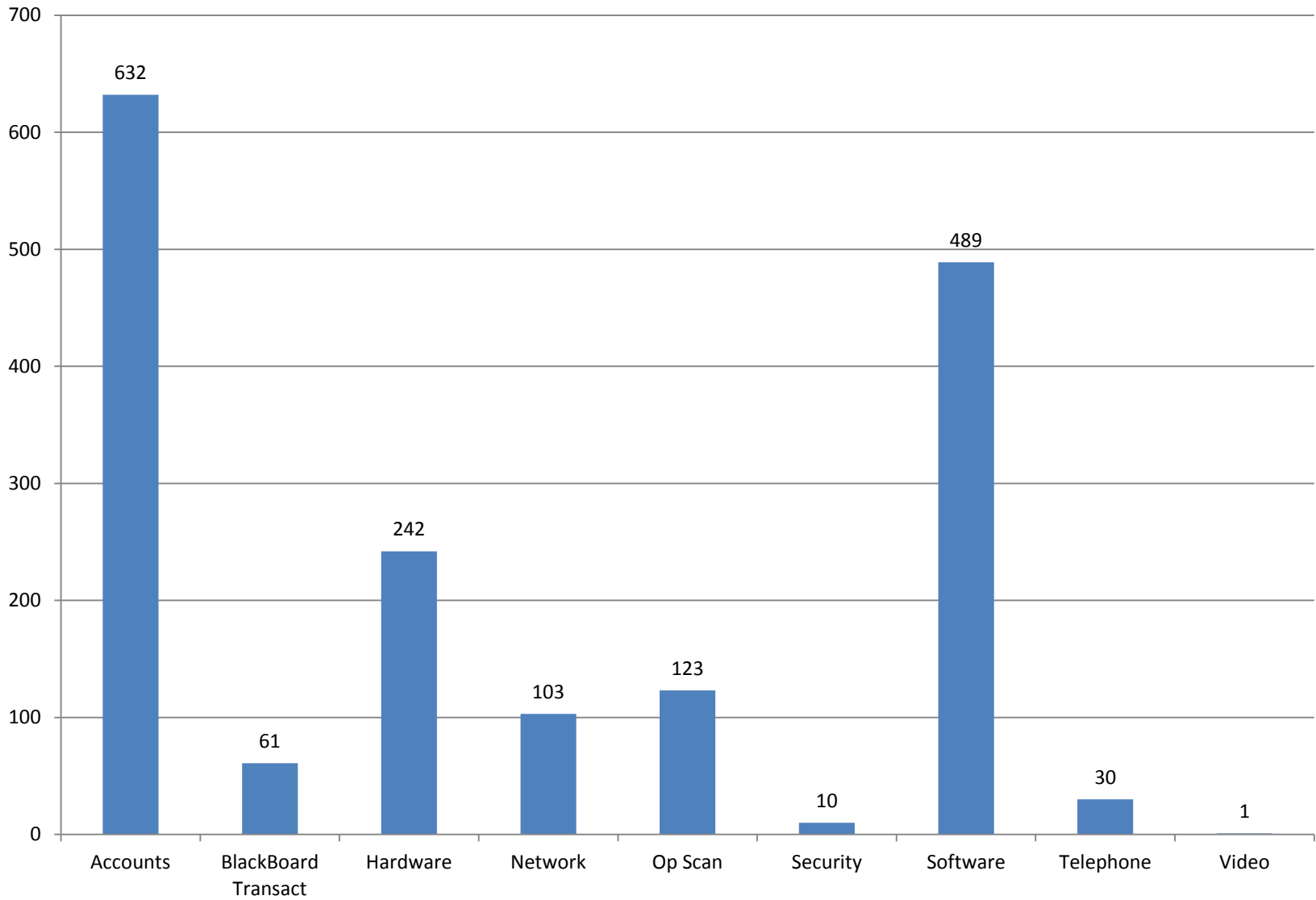
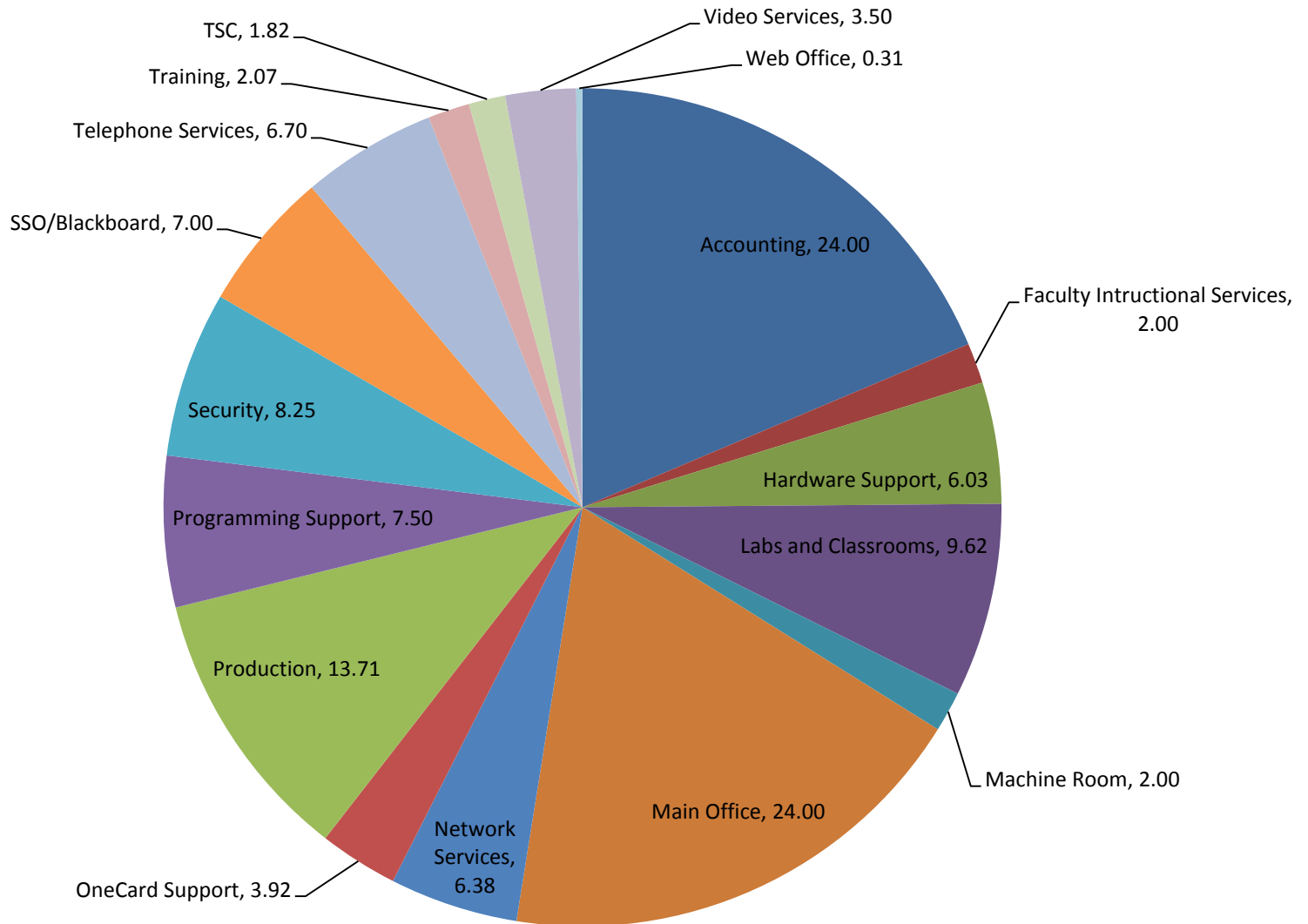


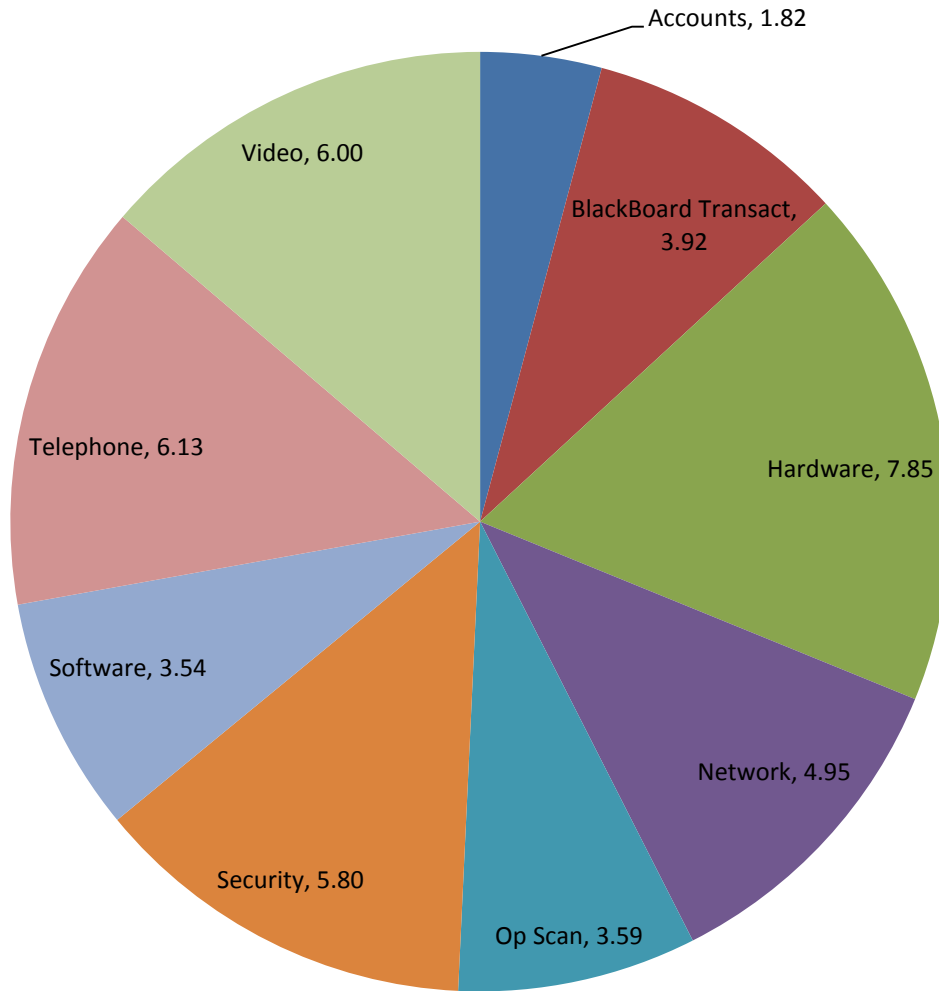
Total Tickets by Category December 2011



Average Ticket Age by Group December 2011



Average Ticket Age by Category December 2011



Number of Techs Assigned to Each Ticket December 2011

