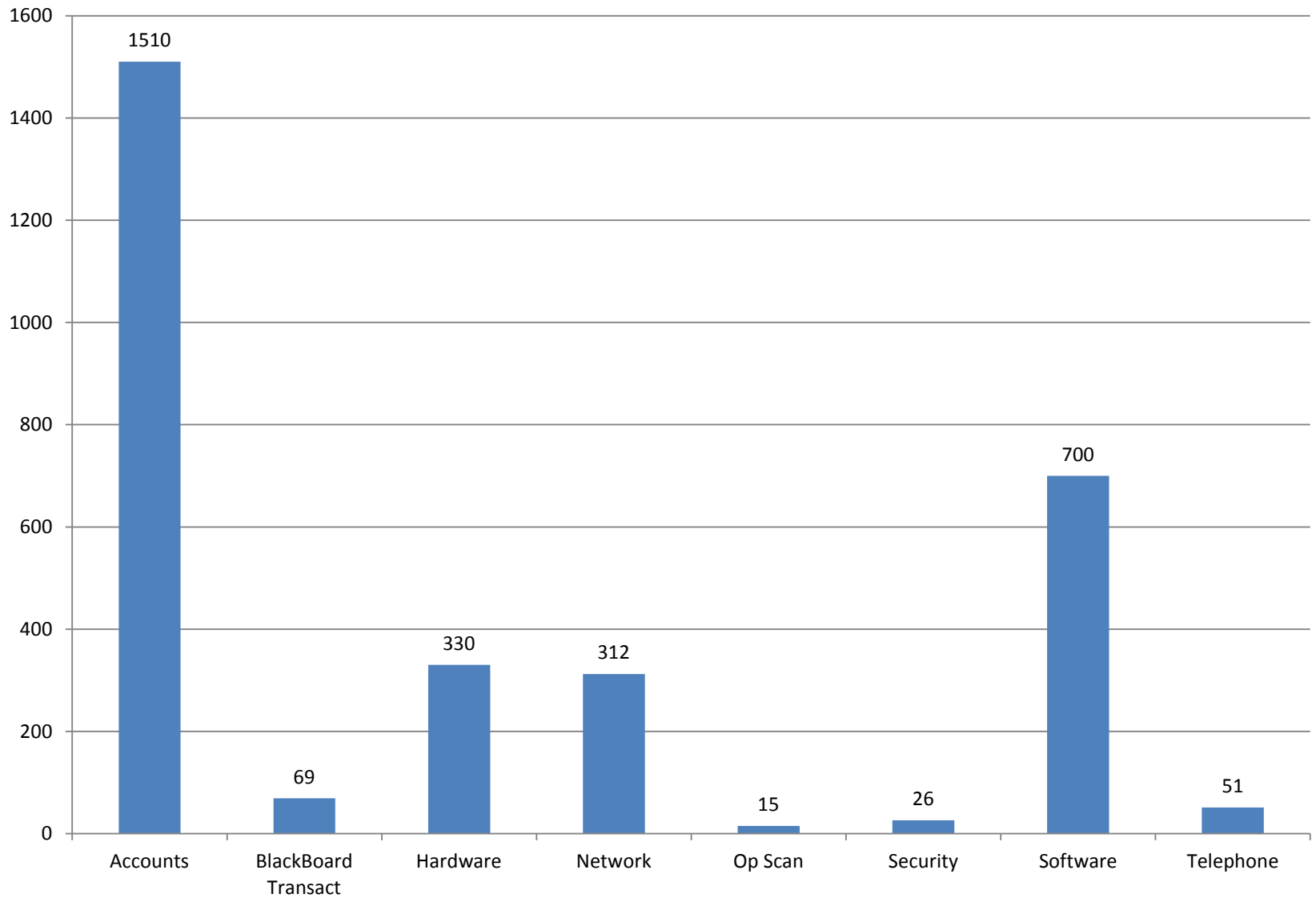
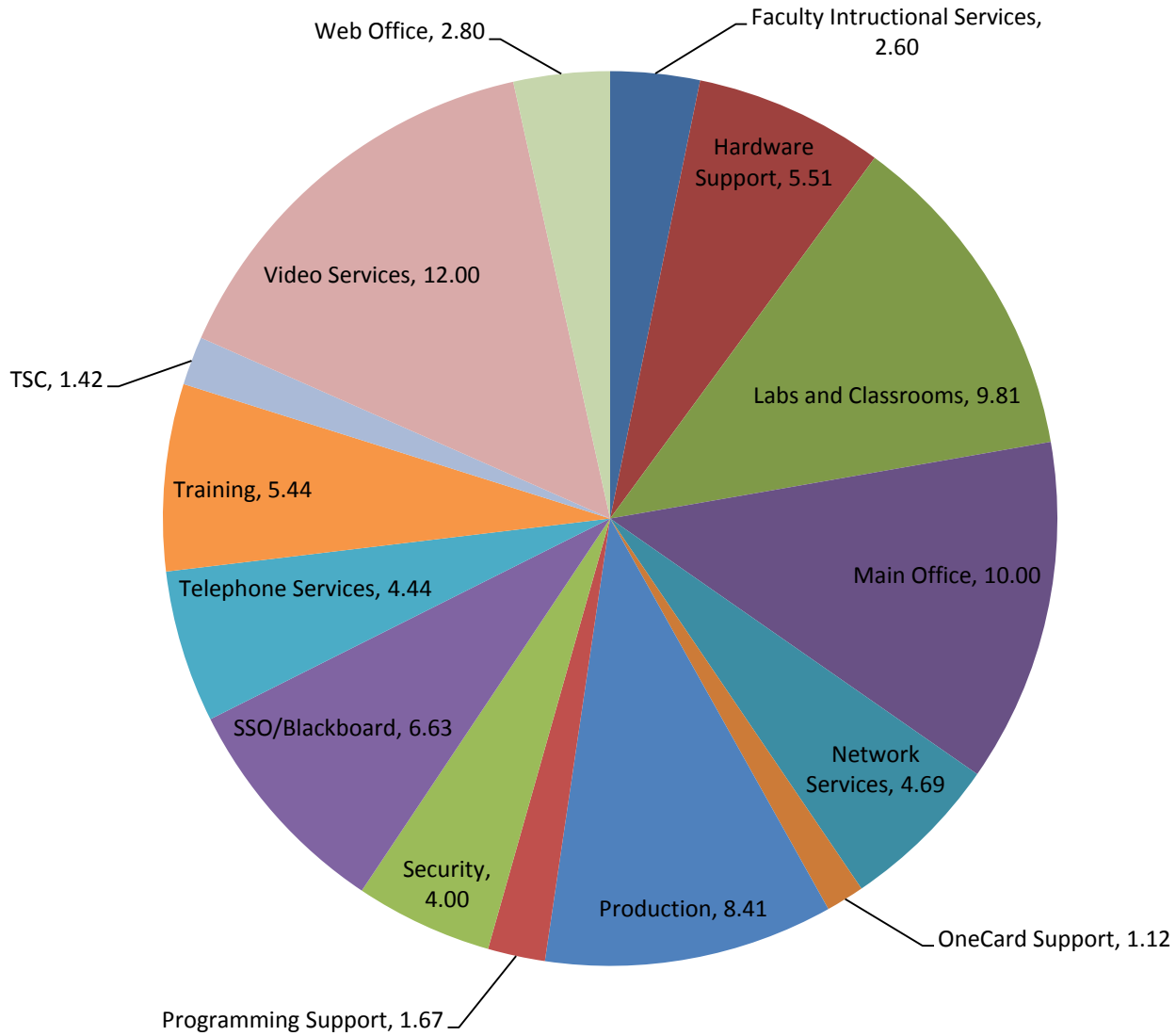


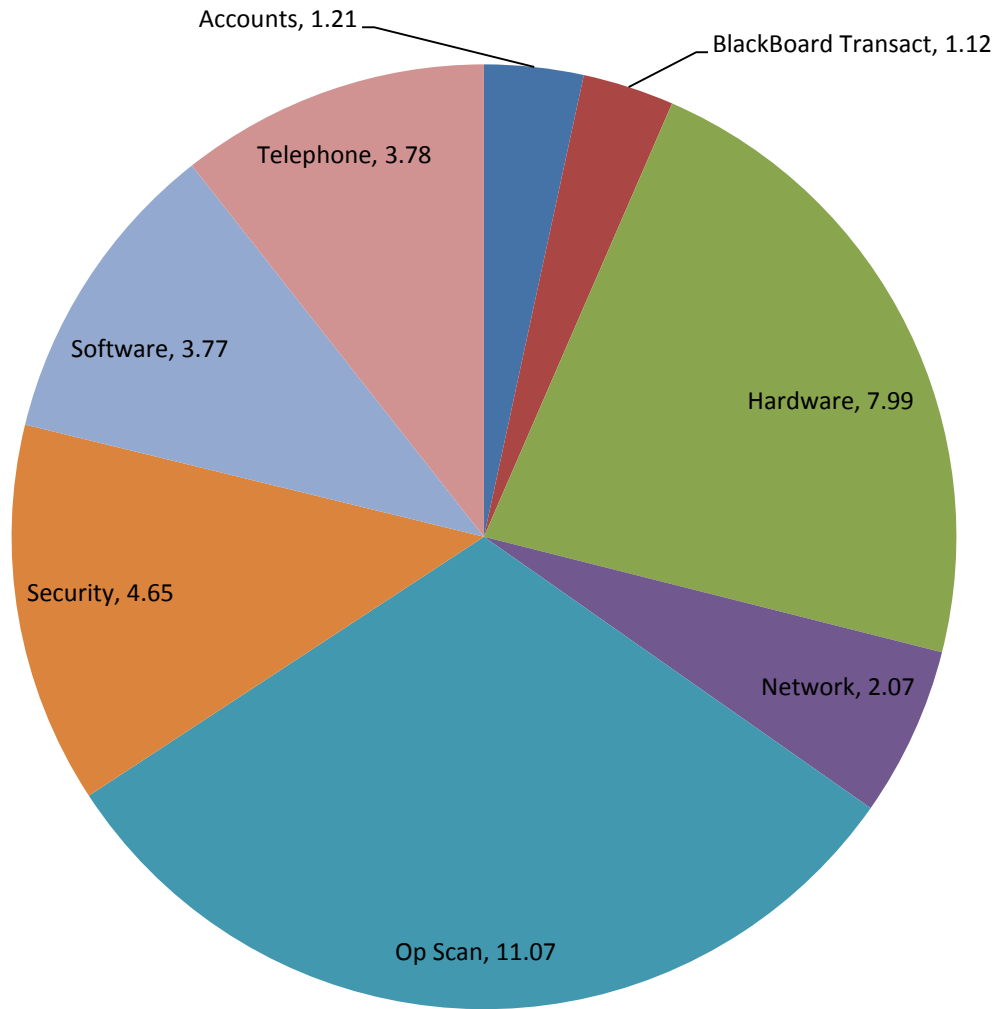
# Total Tickets by Category January 2012



# Average Ticket Age by Group January 2012



# Average Ticket Age by Category January 2012



# Number of Techs Assigned to Each Ticket January 2012

