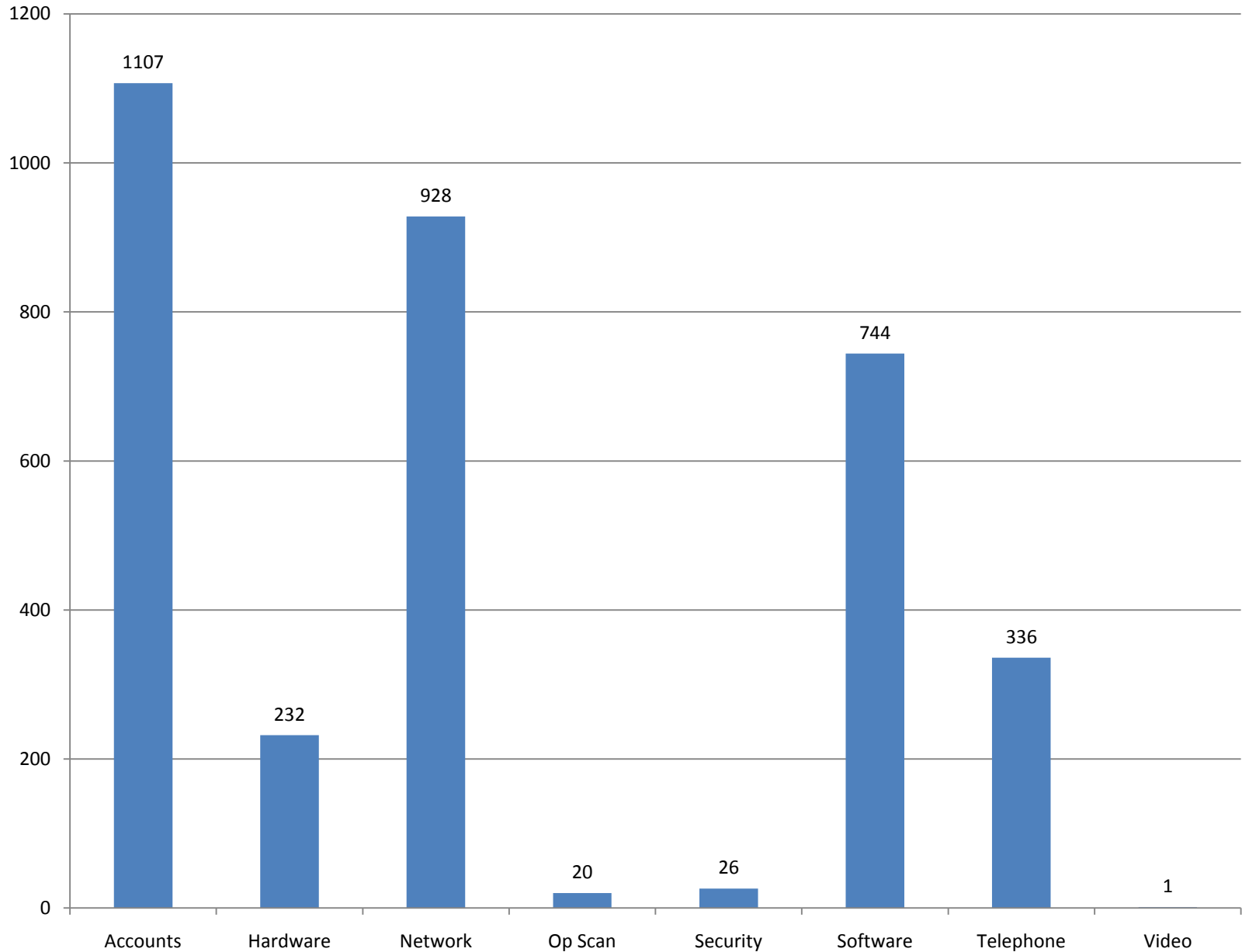
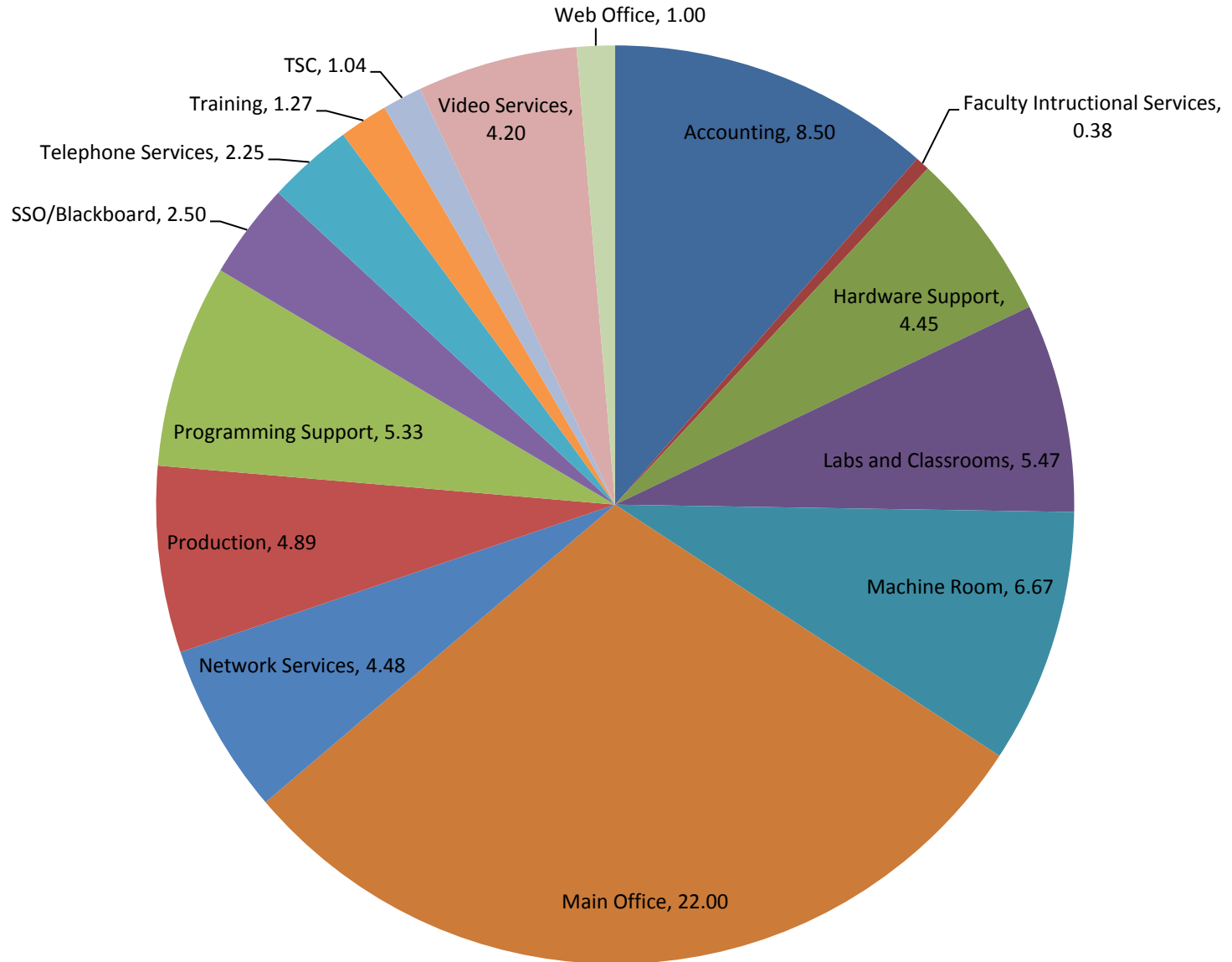


# Total Tickets by Category

## August 2009

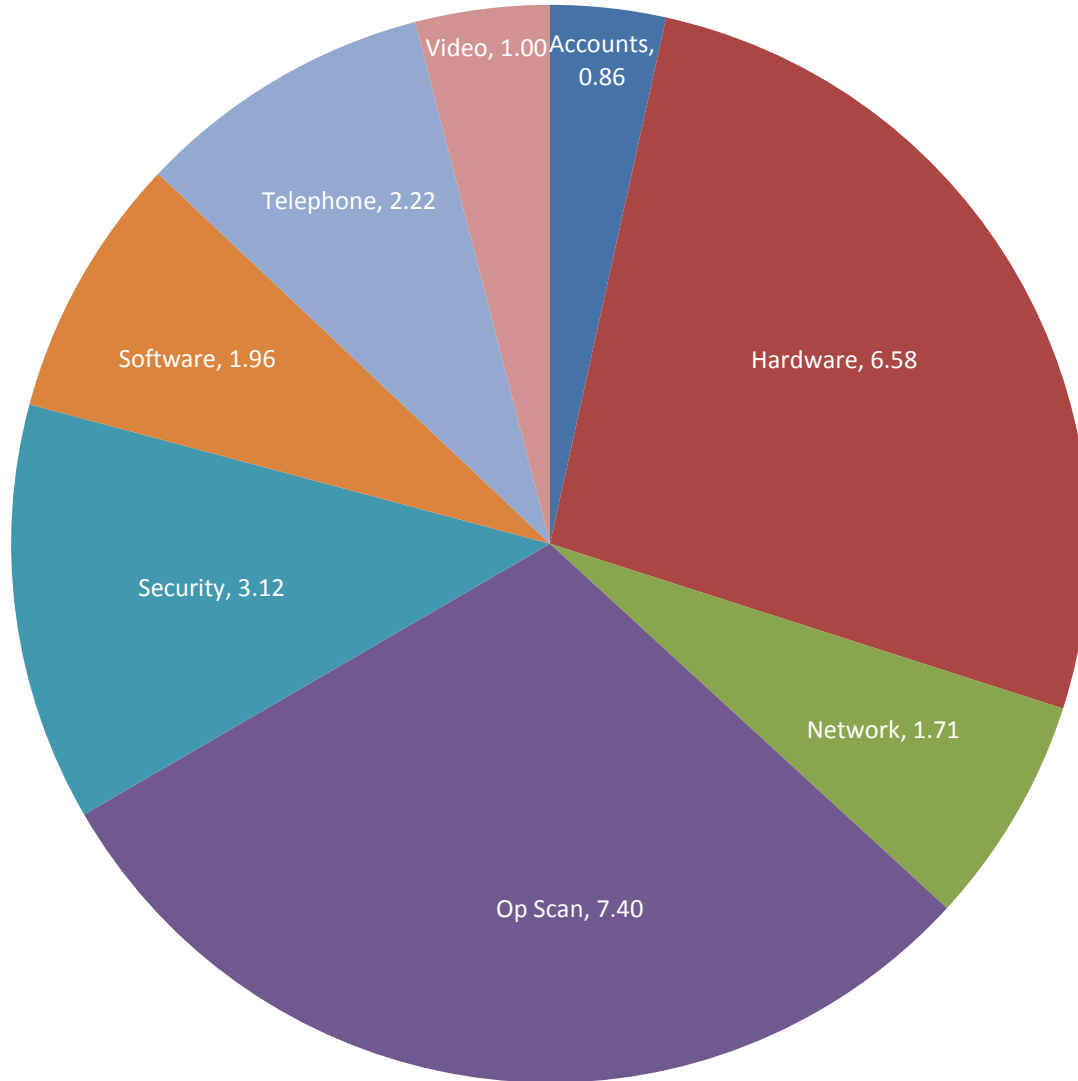


# Average Ticket Age by Group August 2009



# Average Ticket Age by Category

## August 2009



# Number of Techs Assigned to Each Ticket August 2009

