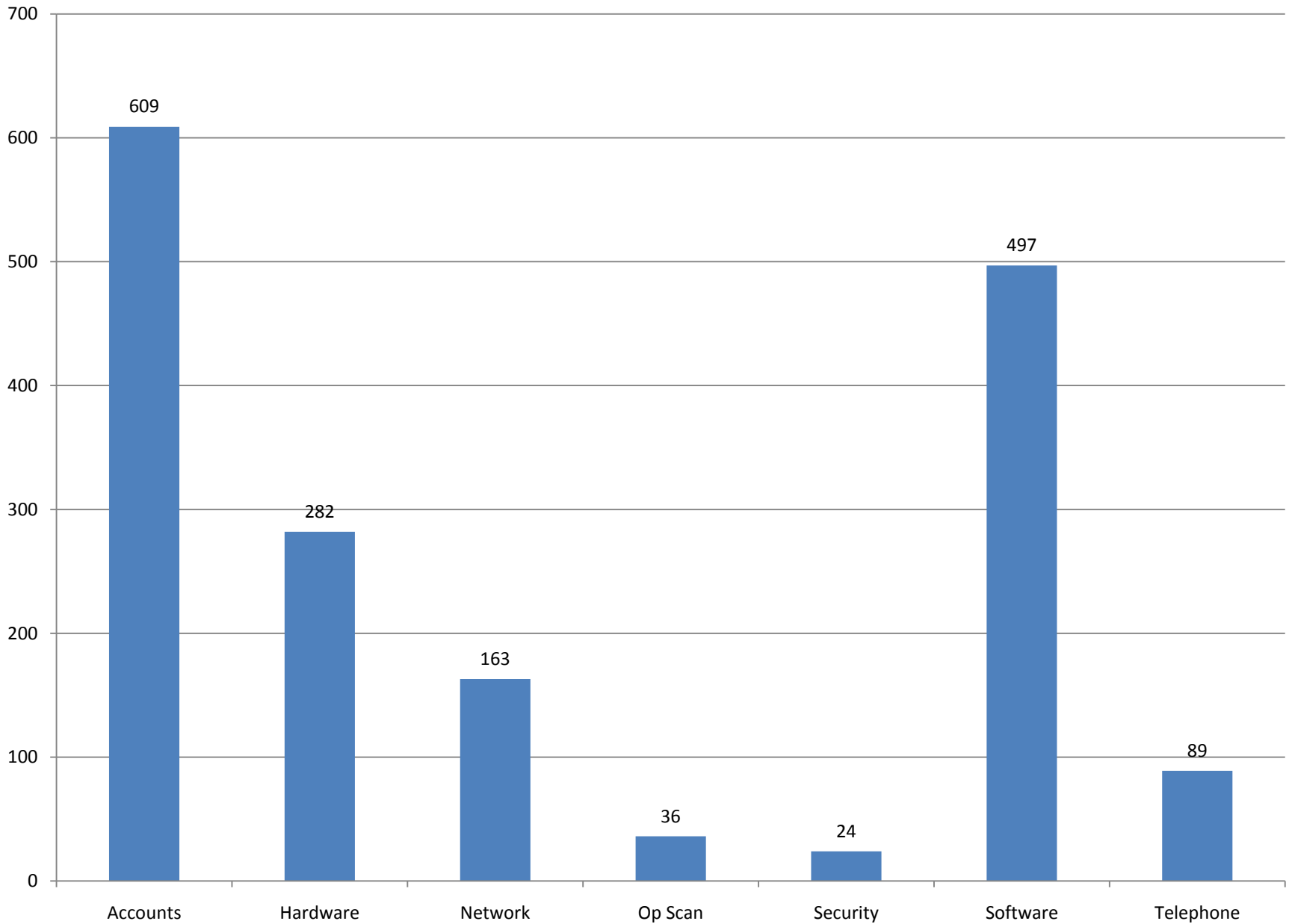
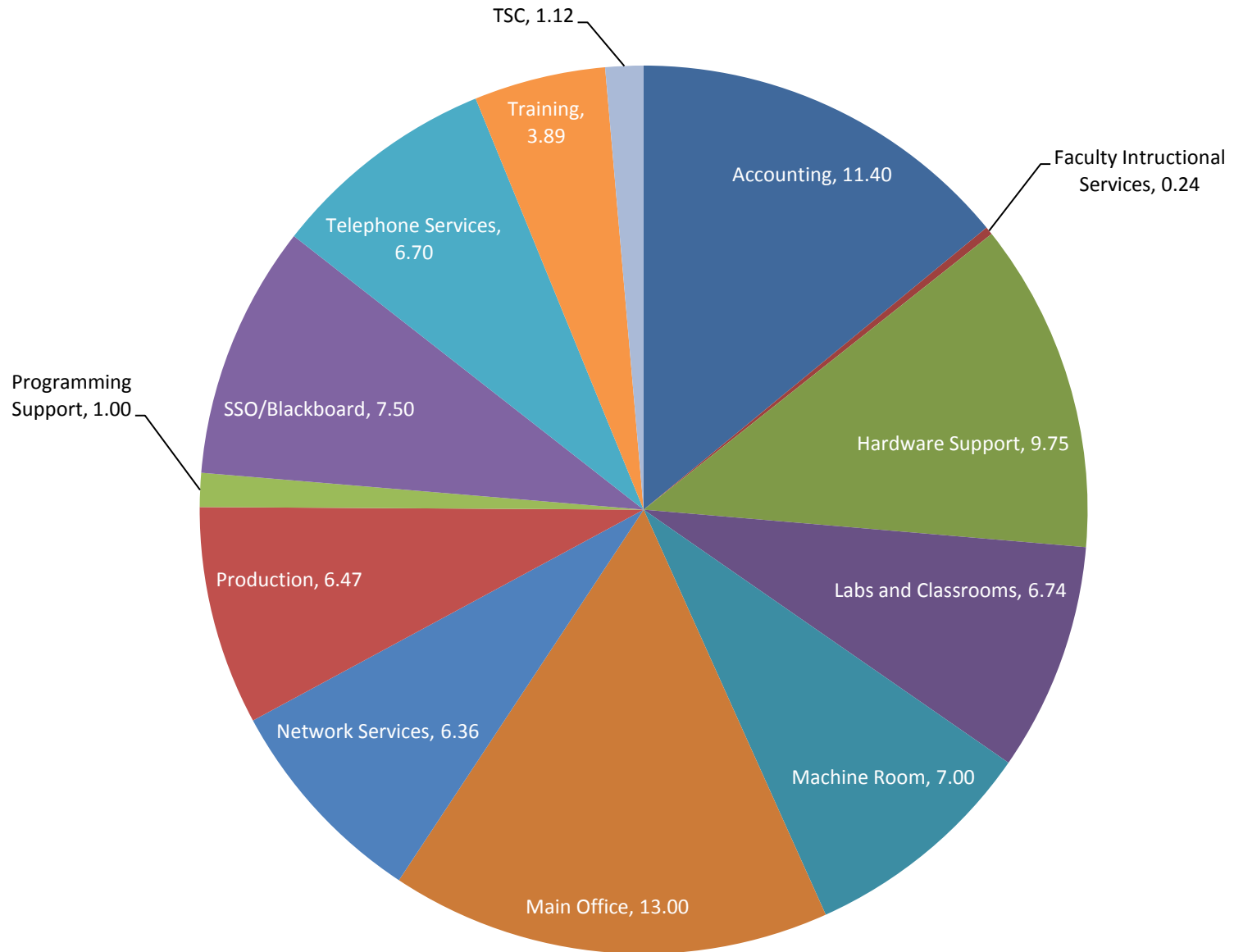


# Total Tickets by Category

## July 2009

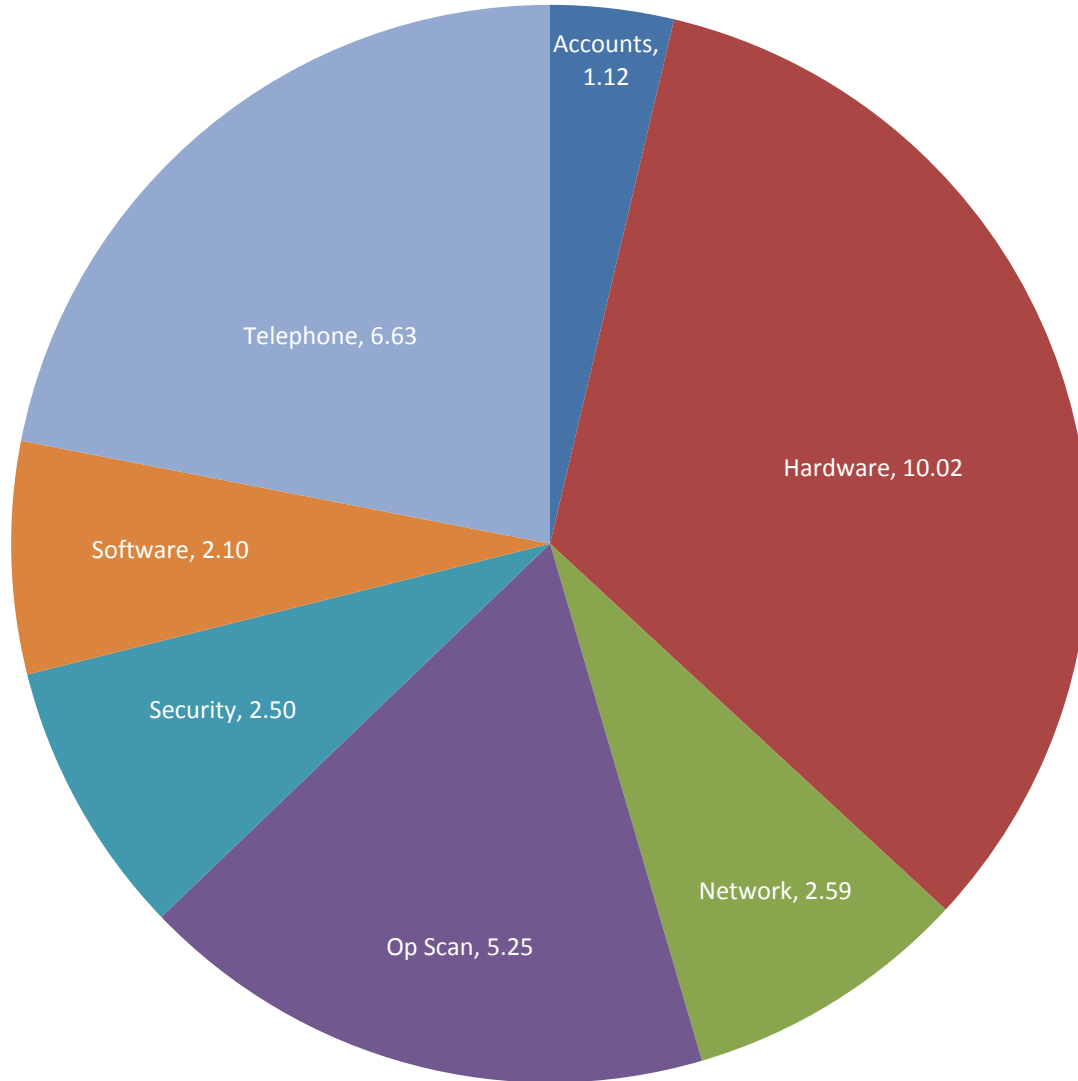


# Average Ticket Age by Group July 2009



# Average Ticket Age by Category

## July 2009



# Number of Techs Assigned to Each Ticket July 2009

