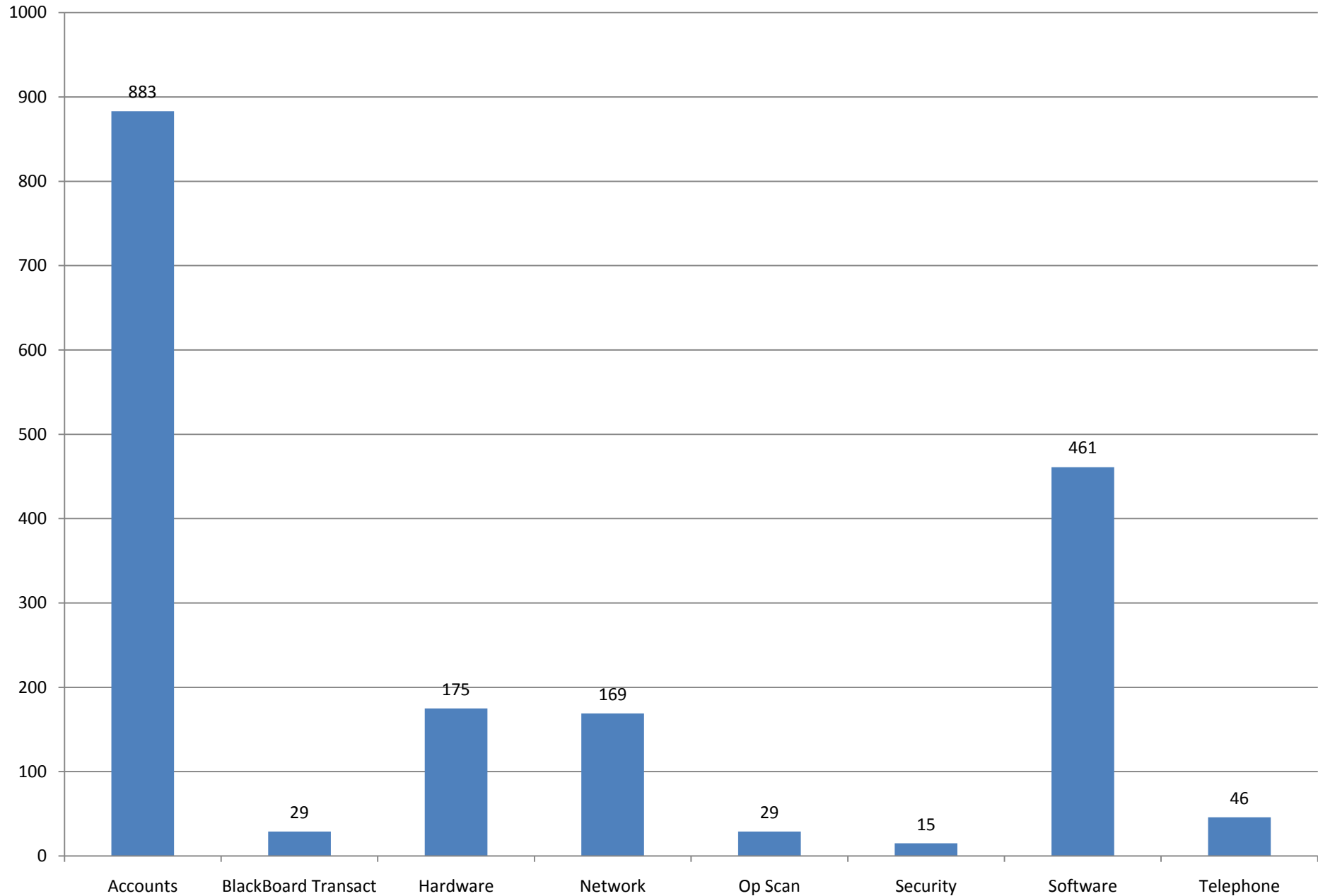
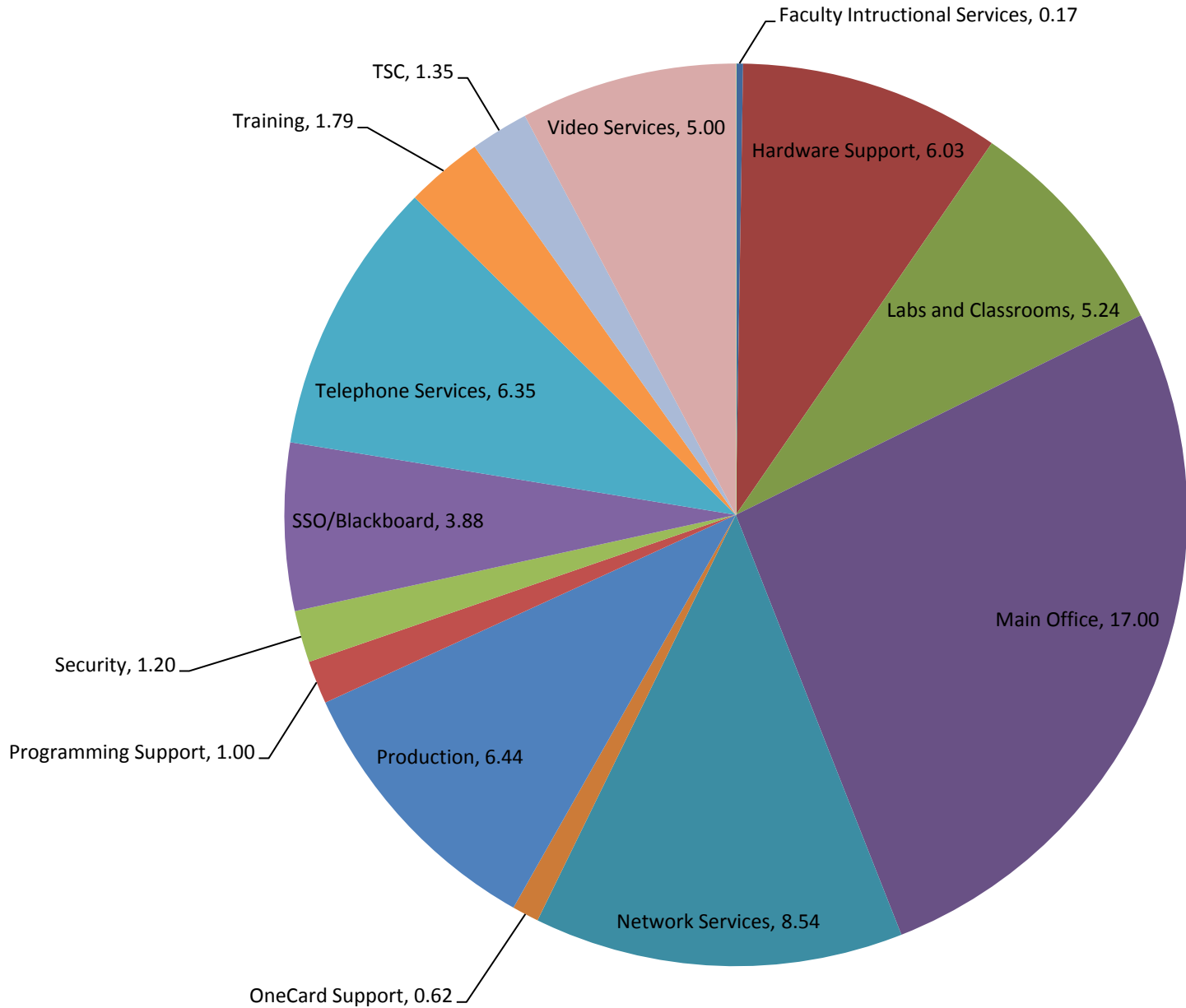


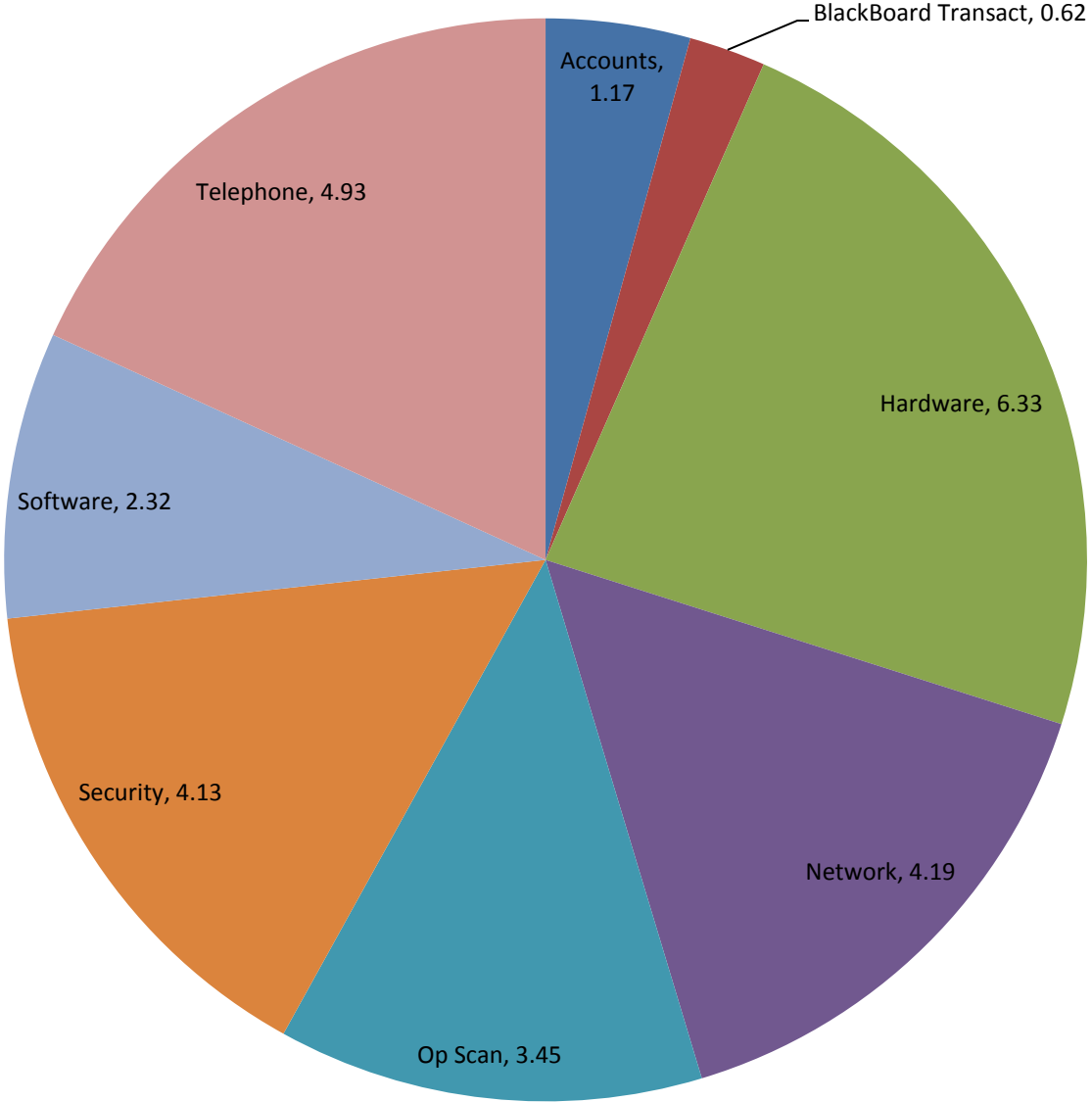
# Total Tickets by Category July 2011



# Average Ticket Age by Group July 2011



# Average Ticket Age by Category July 2011



# Number of Techs Assigned to Each Ticket July 2011

