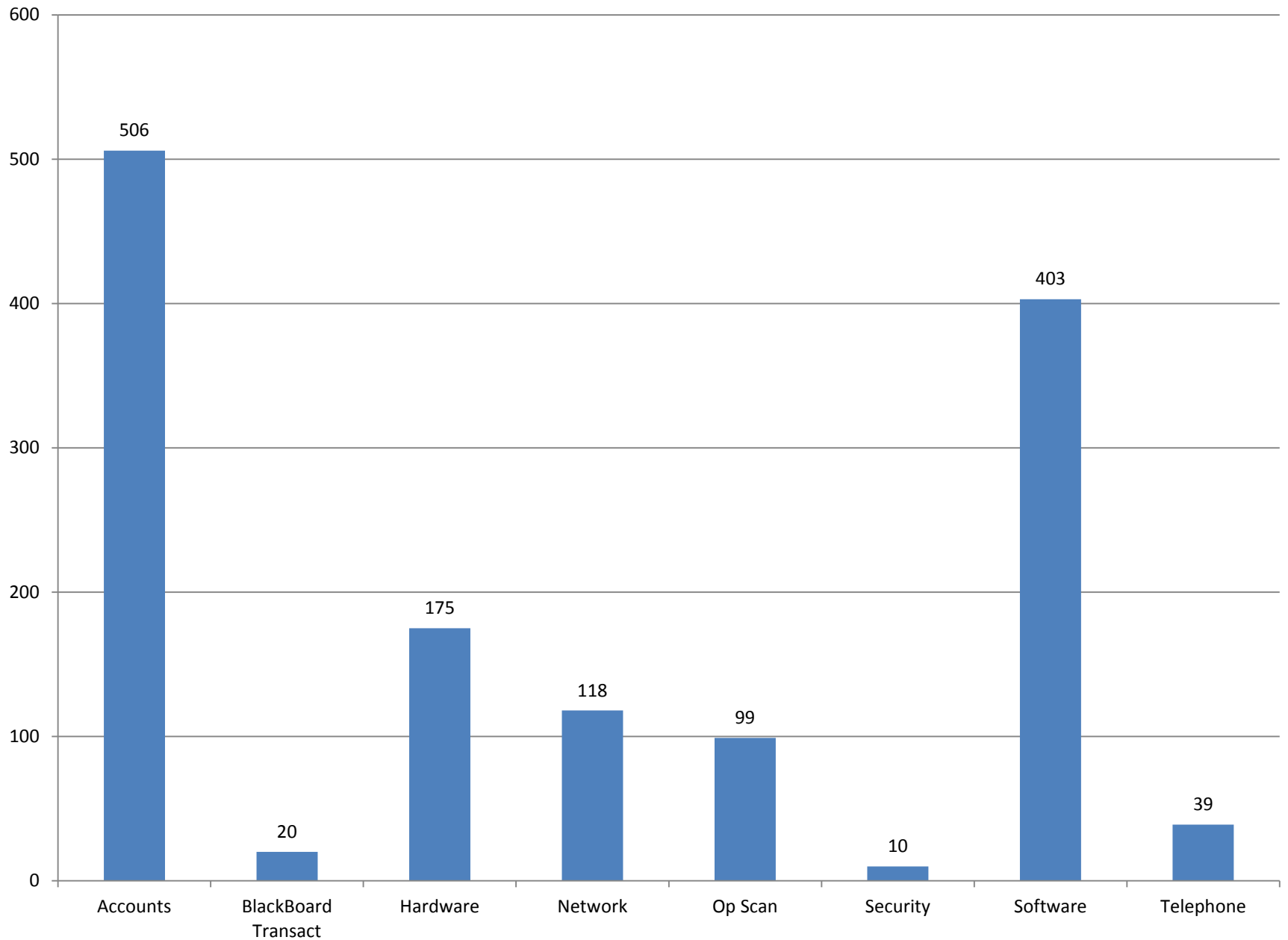
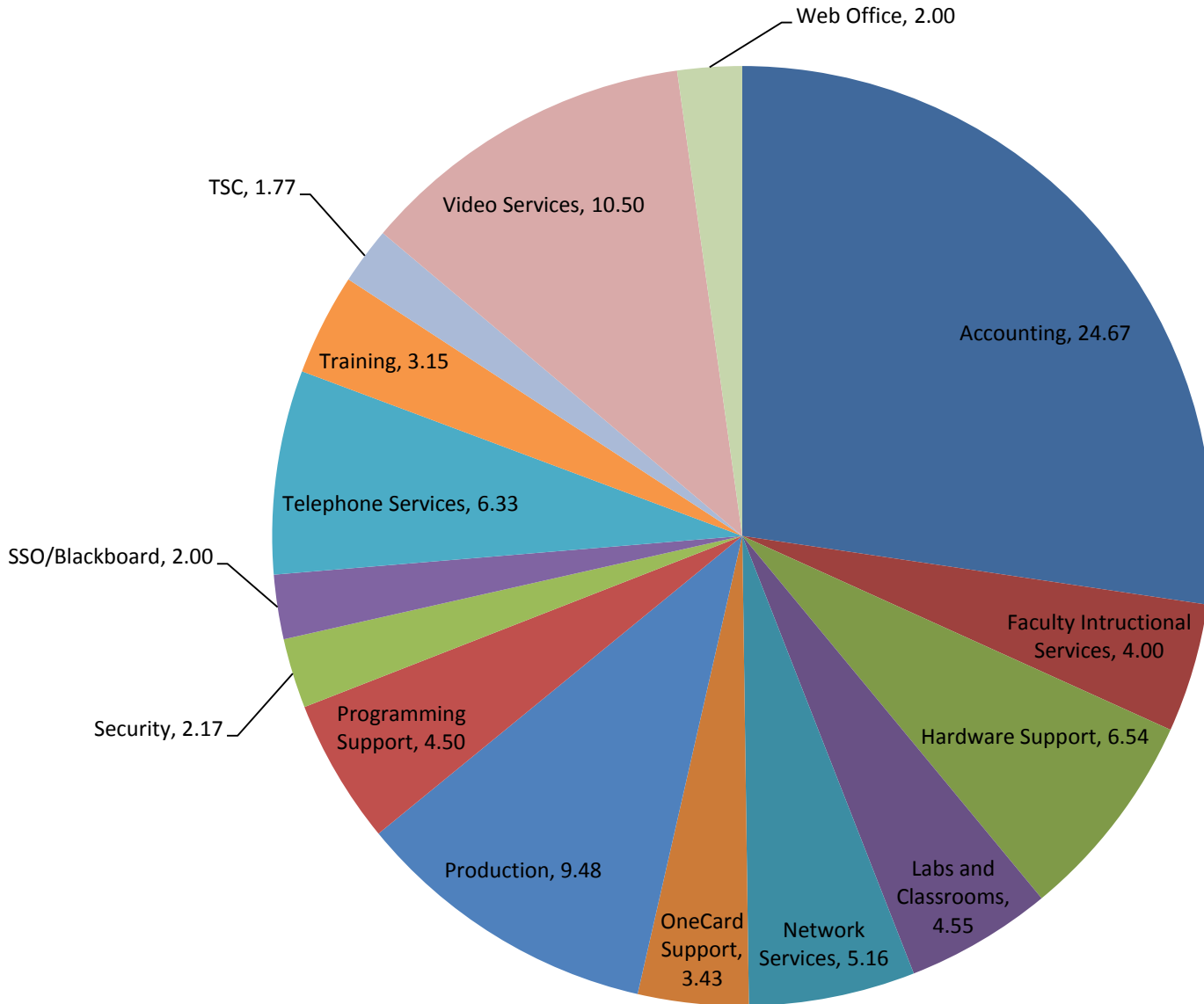


Total Tickets by Category November 2011

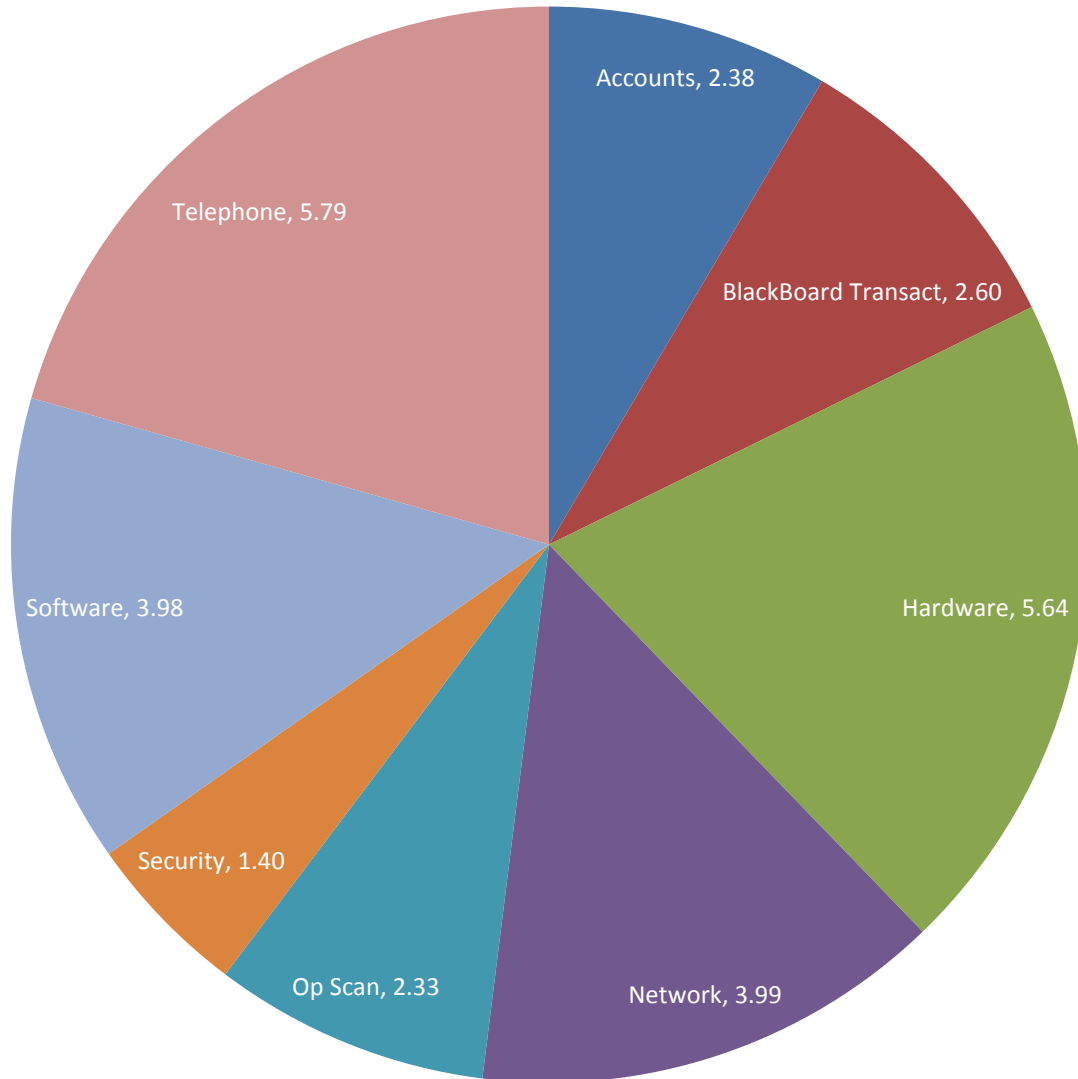


Average Ticket Age by Group November 2011



Average Ticket Age by Category

November 2011



Number of Techs Assigned to Each Ticket November 2011

