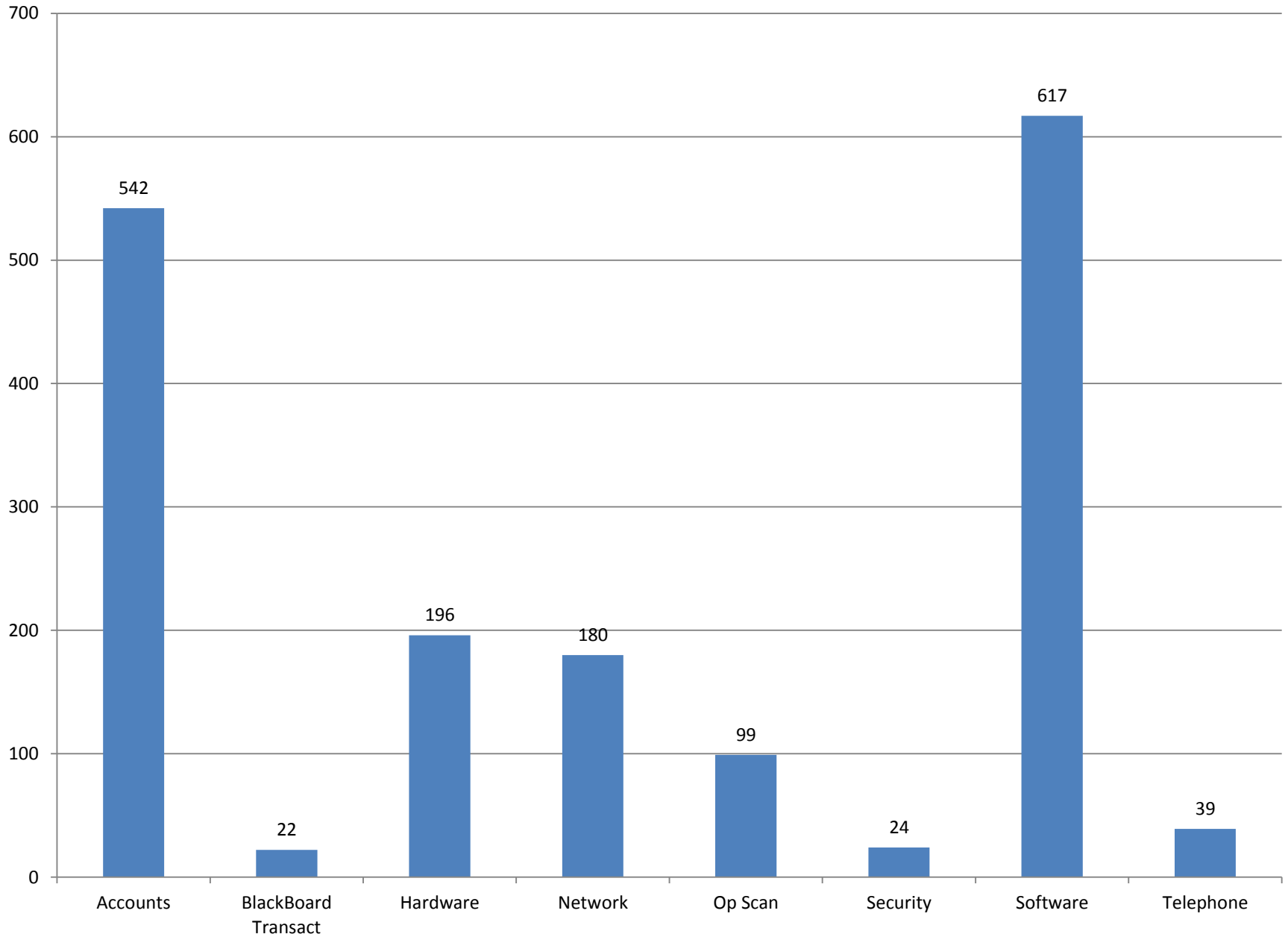
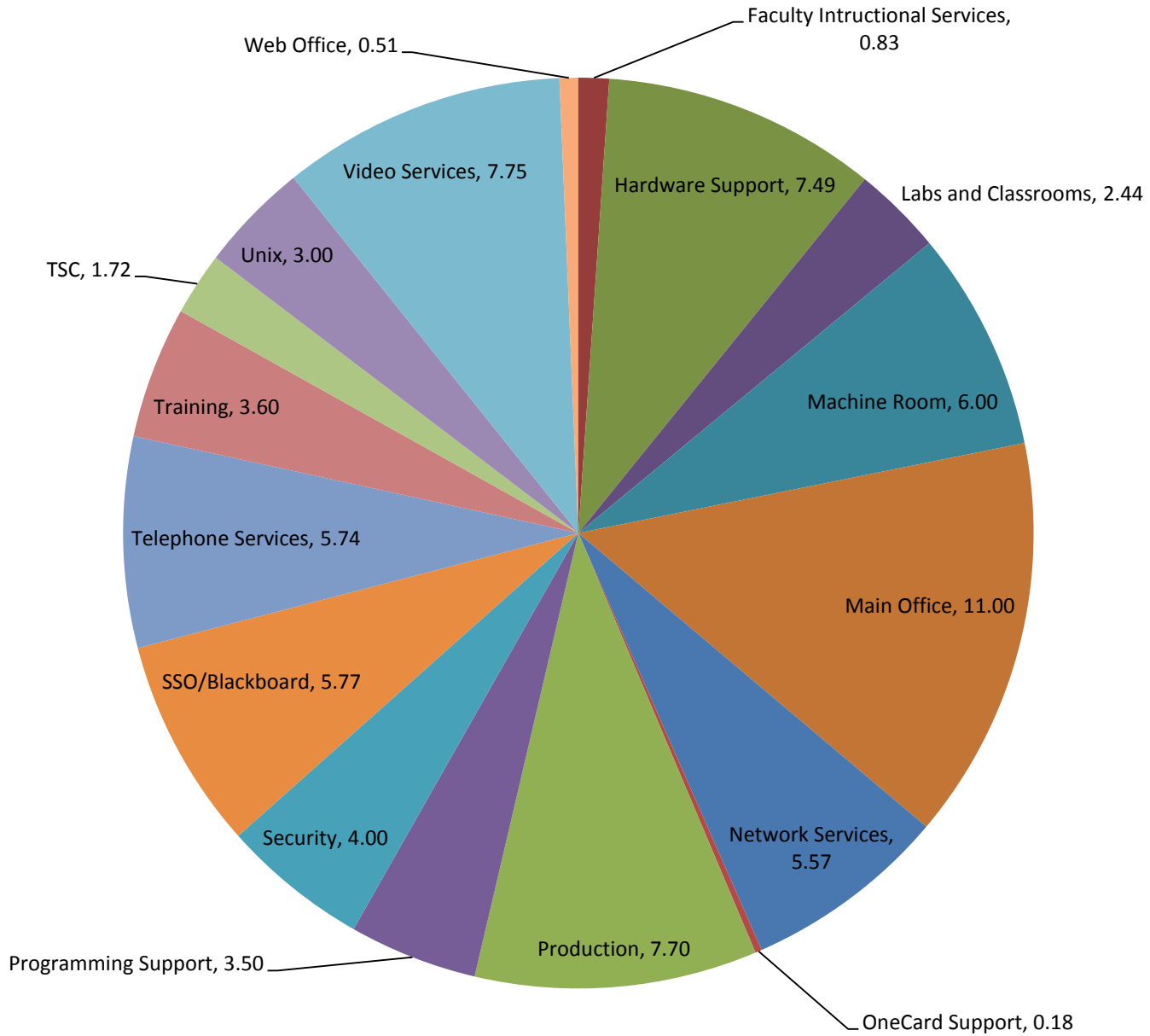


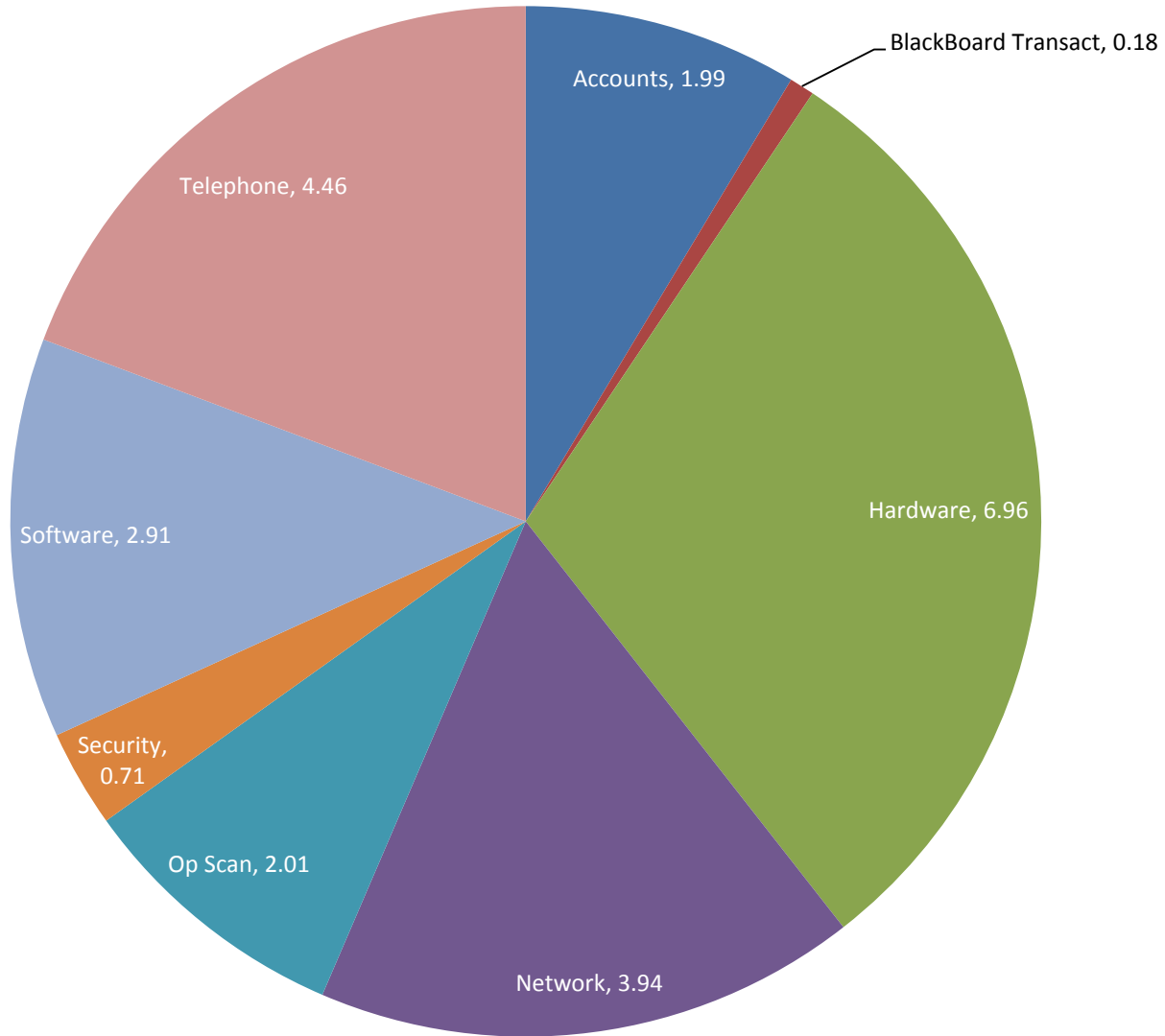
Total Tickets by Category October 2011



Average Ticket Age by Group October 2011



Average Ticket Age by Category October 2011



Number of Techs Assigned to Each Ticket October 2011

