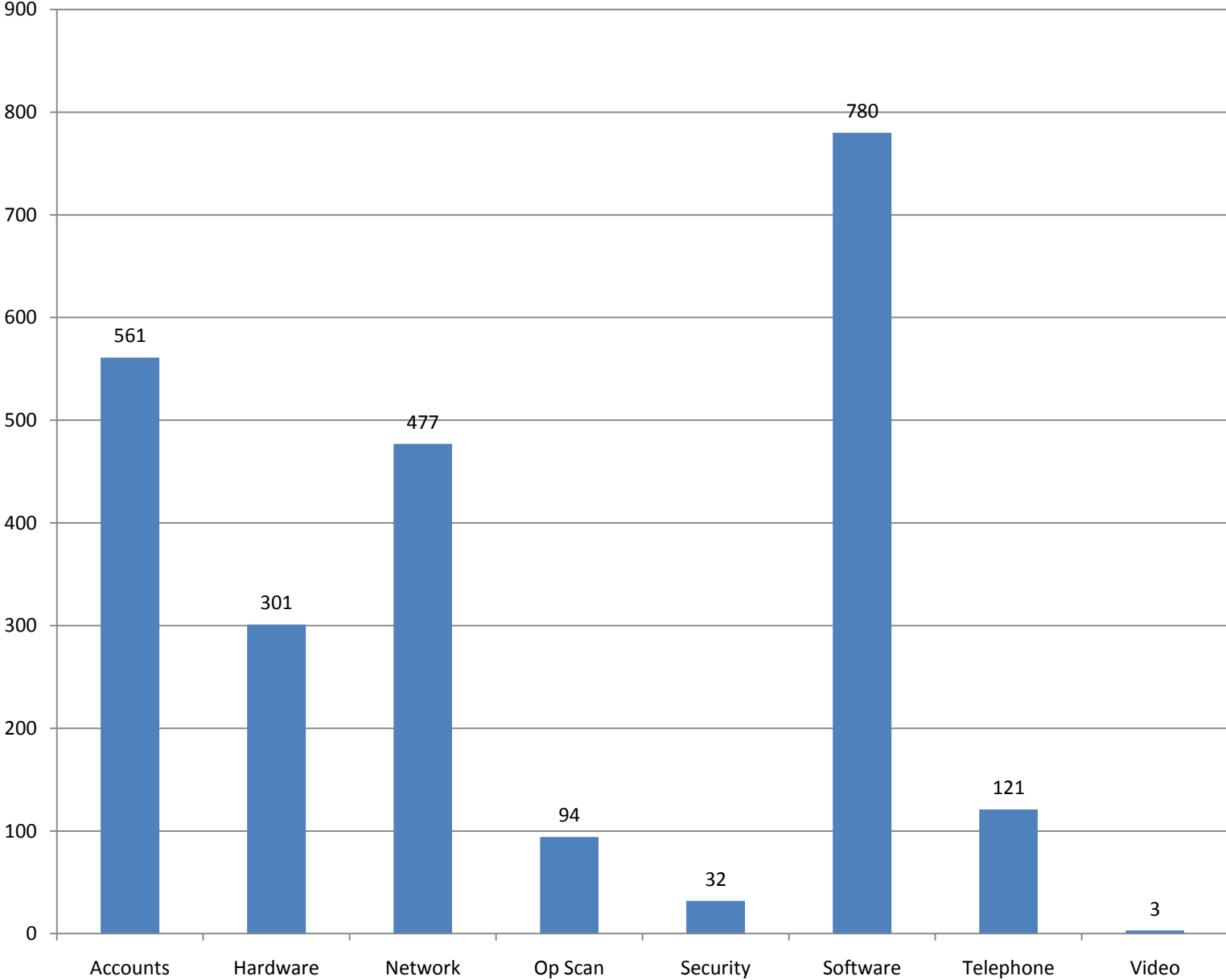
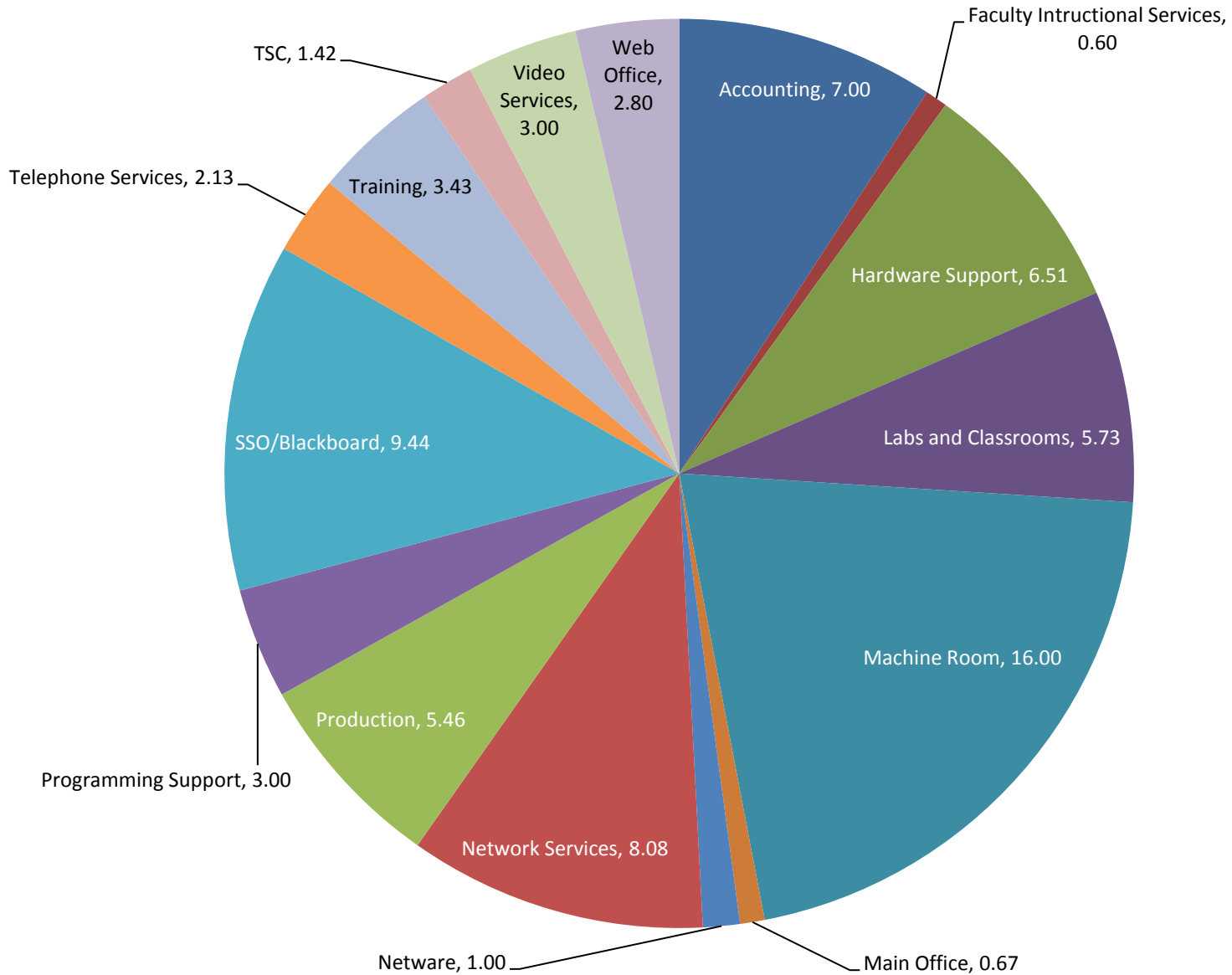


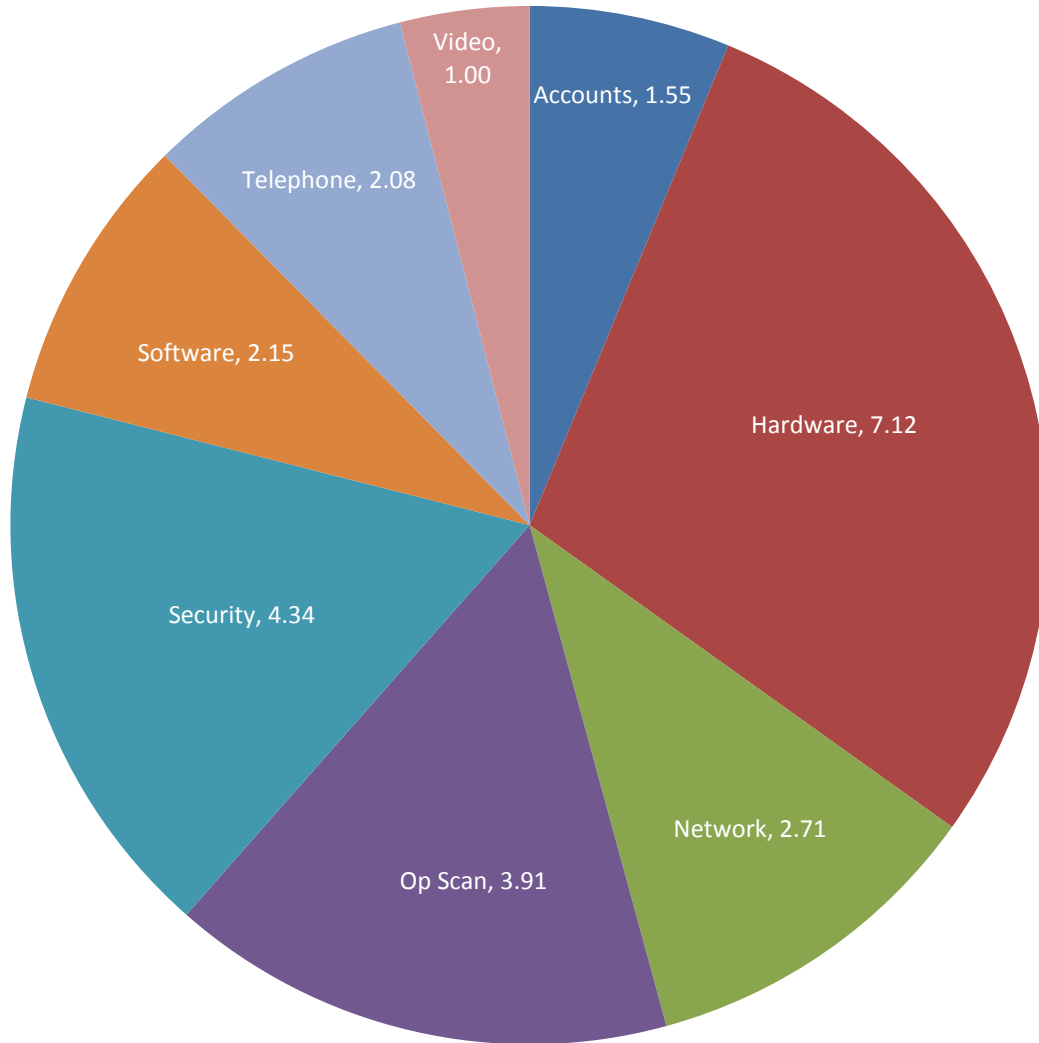
Total Tickets by Category September 2009



Average Ticket Age by Group September 2009



Average Ticket Age by Category September 2009



Number of Techs Assigned to Each Ticket September 2009

