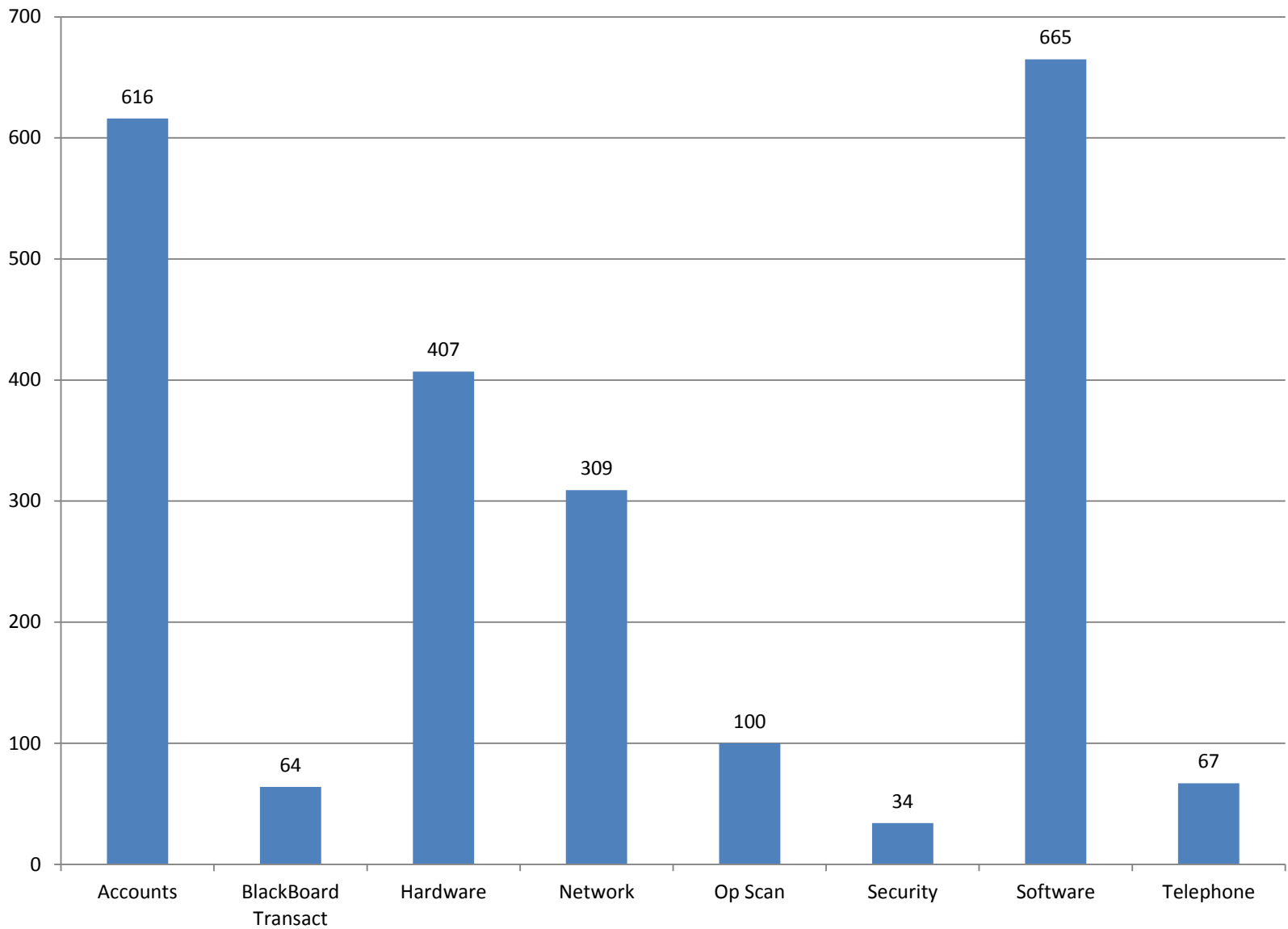
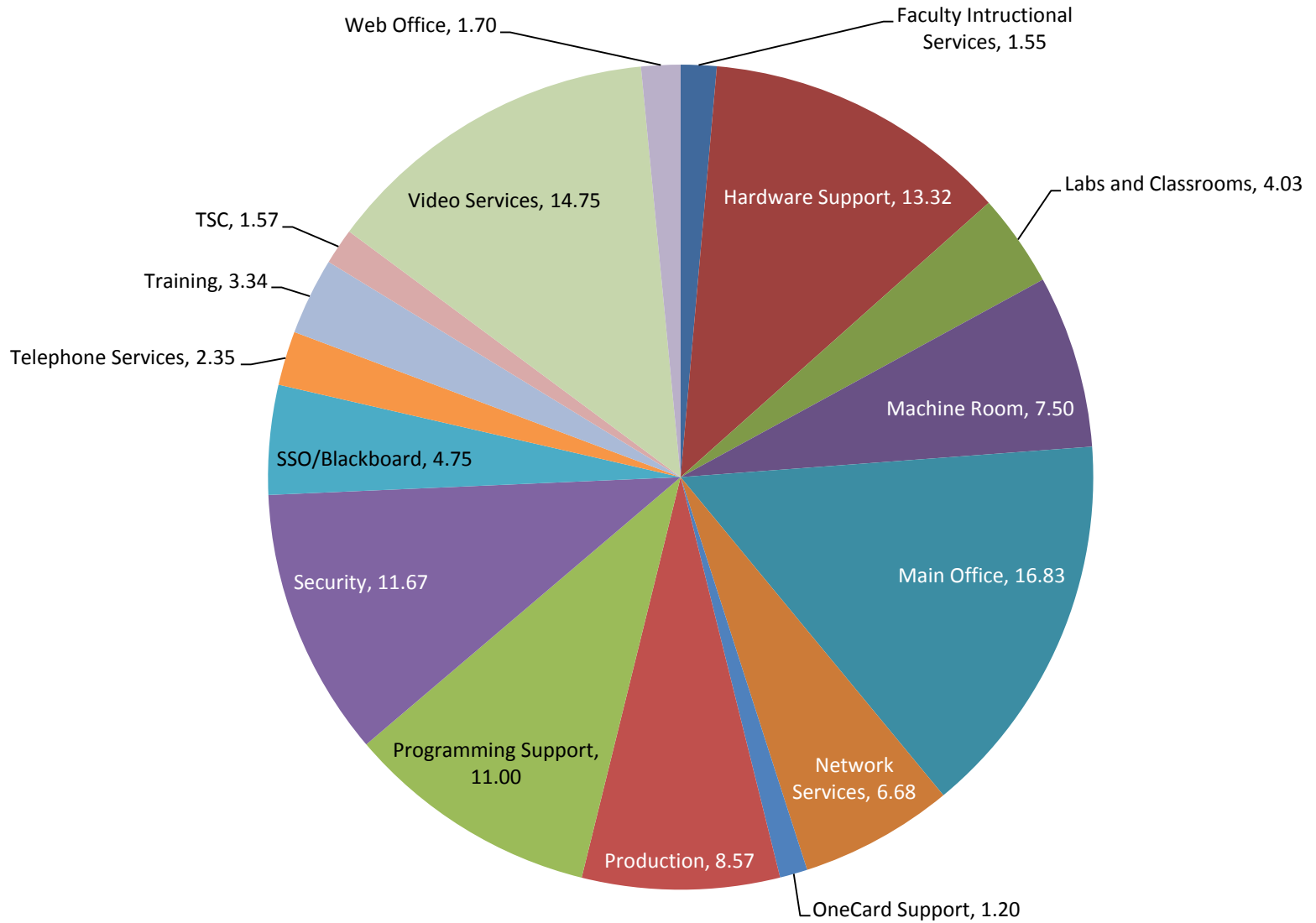


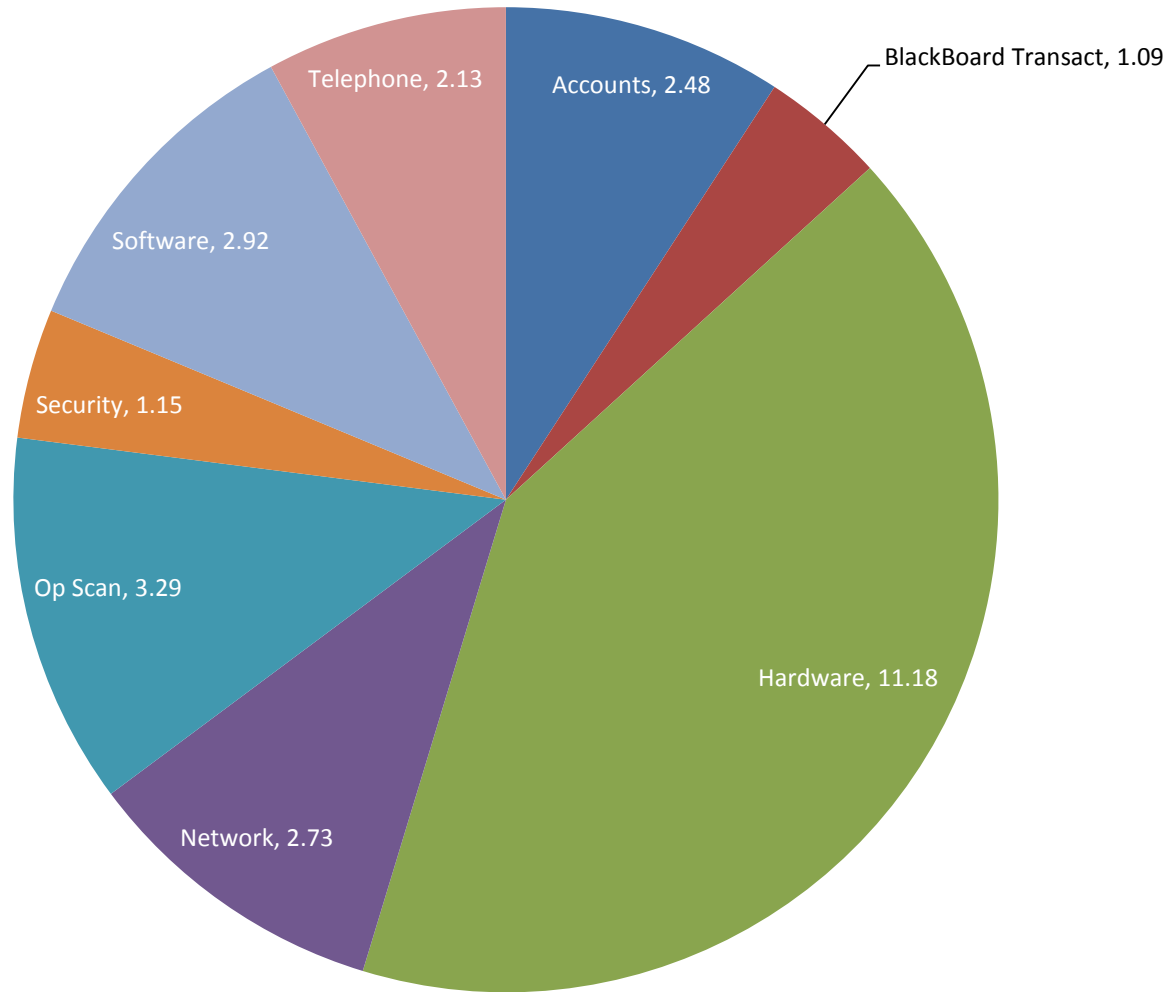
Total Tickets by Category September 2011



Average Ticket Age by Group September 2011



Average Ticket Age by Category September 2011



Number of Techs Assigned to Each Ticket September 2011

