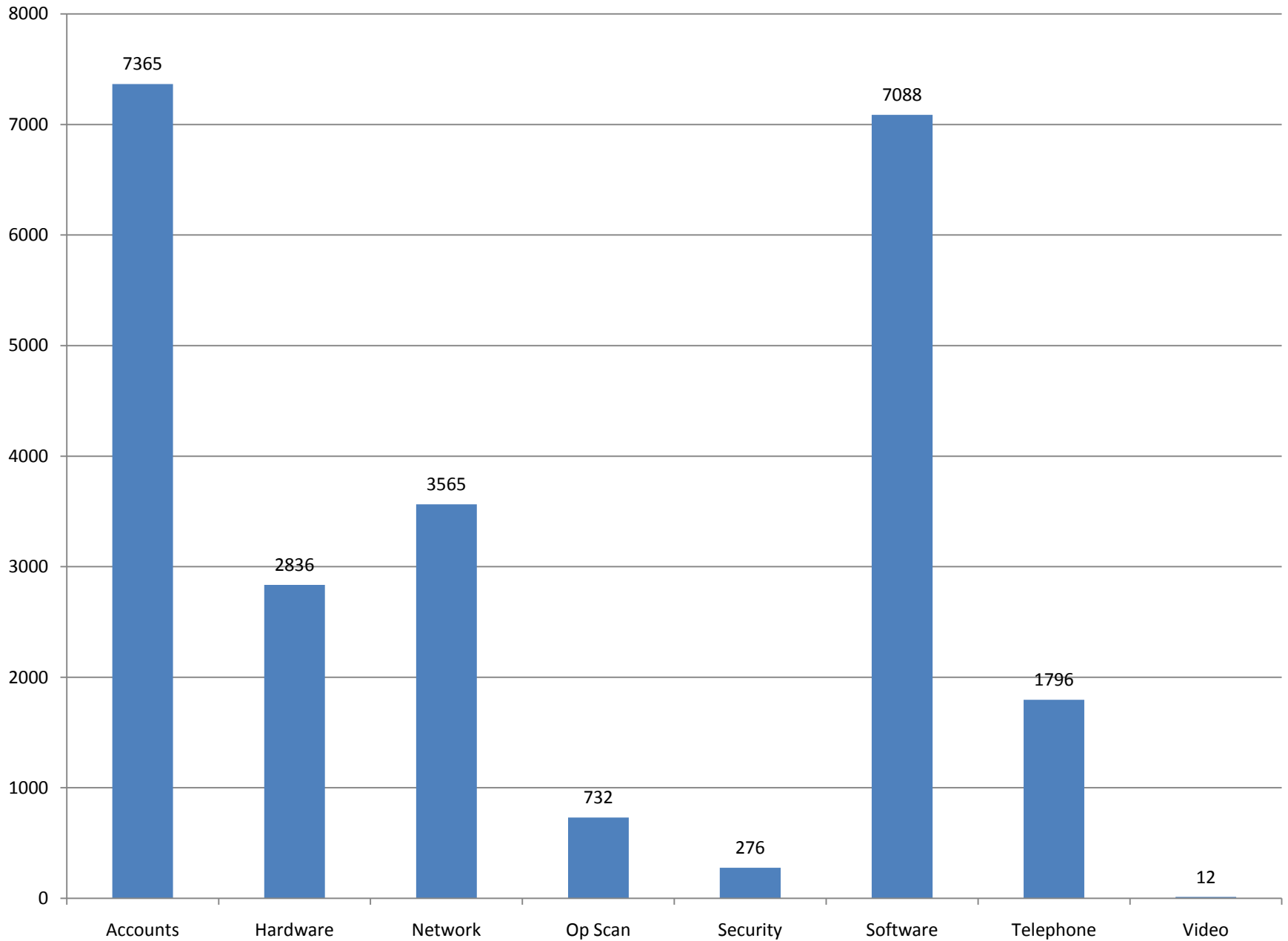


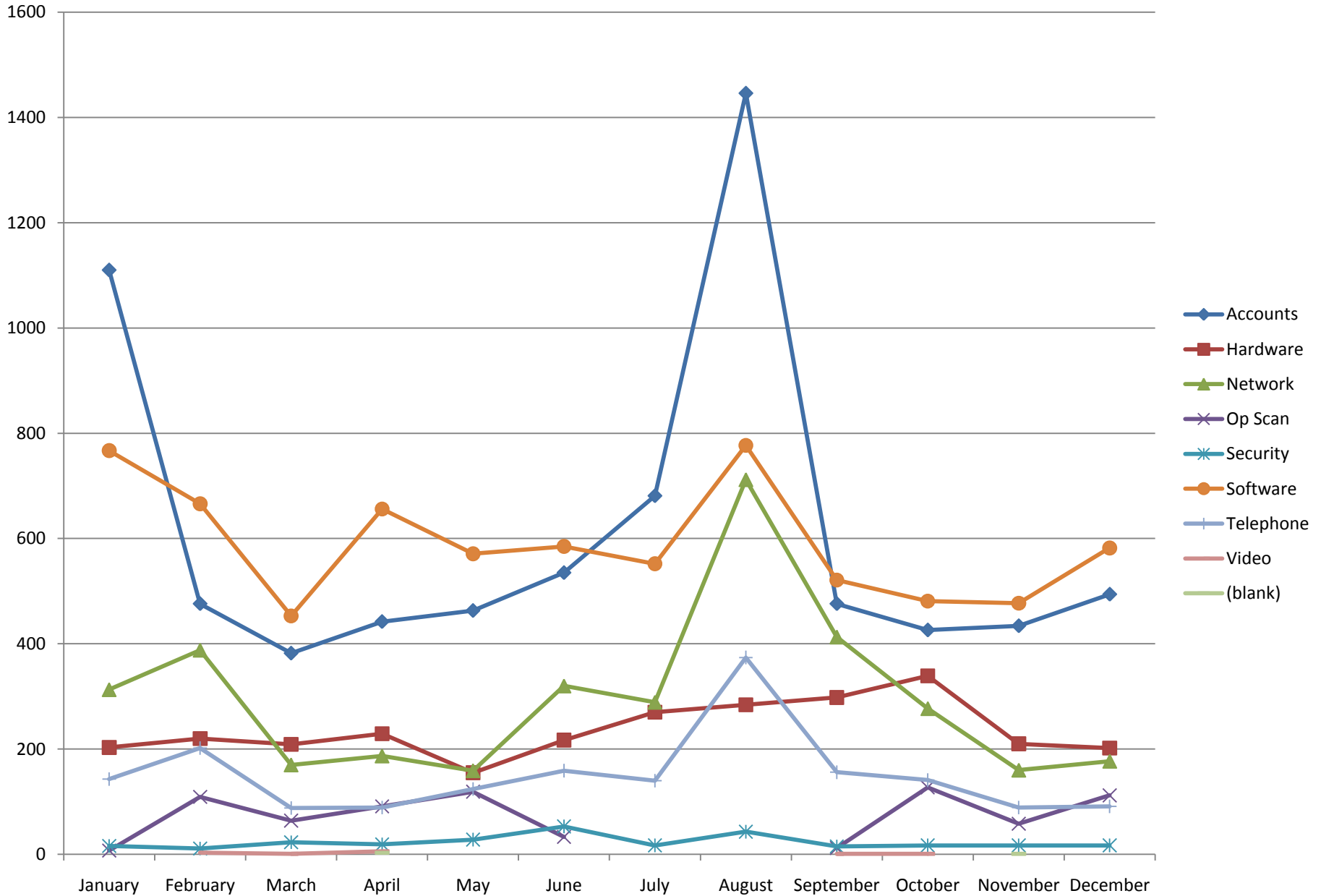
# Total Tickets by Category

## July 1, 2008 - June 30, 2009



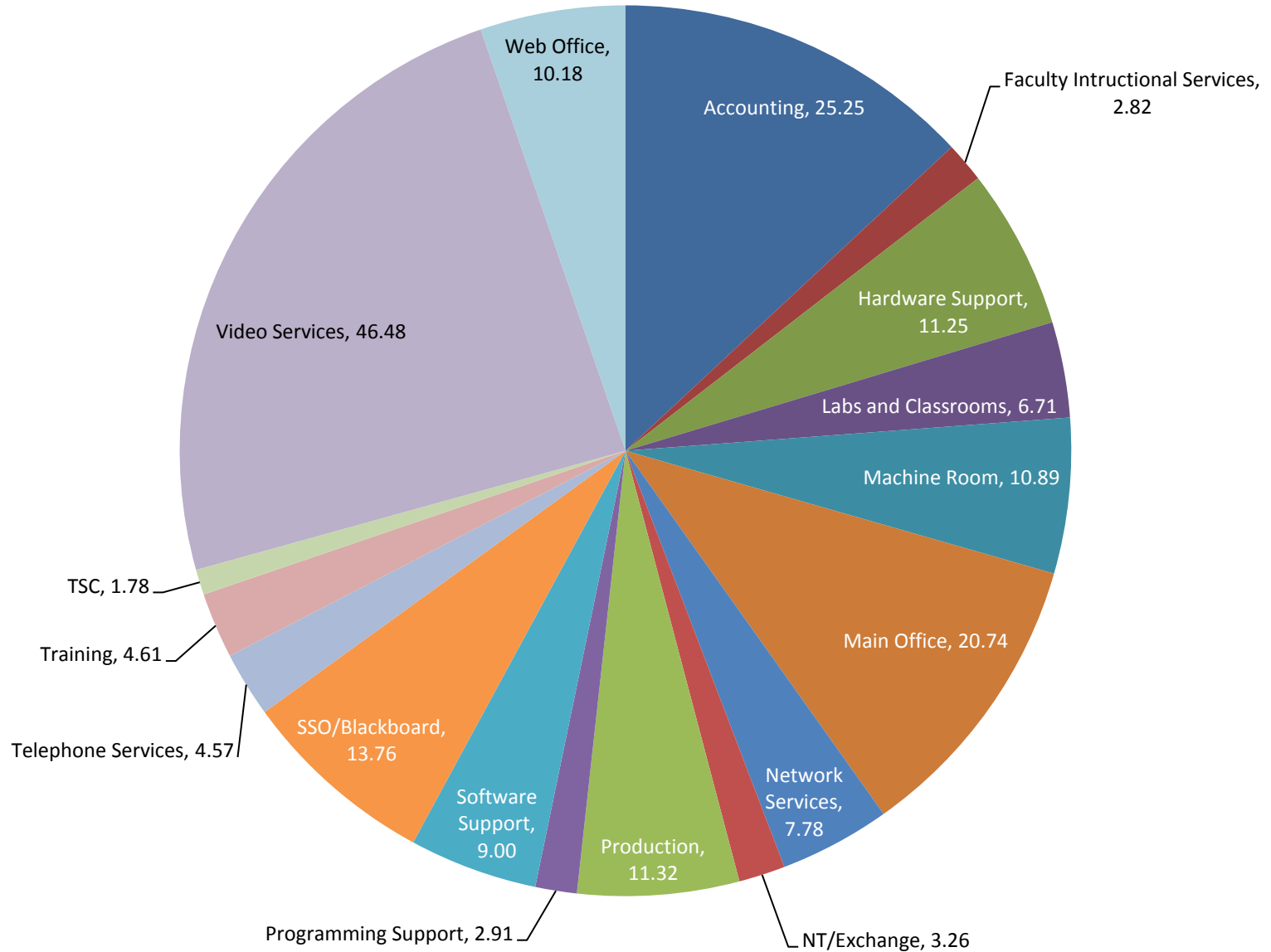
# Total Tickets By Month By Category

## July 1, 2008 - June 30, 2009



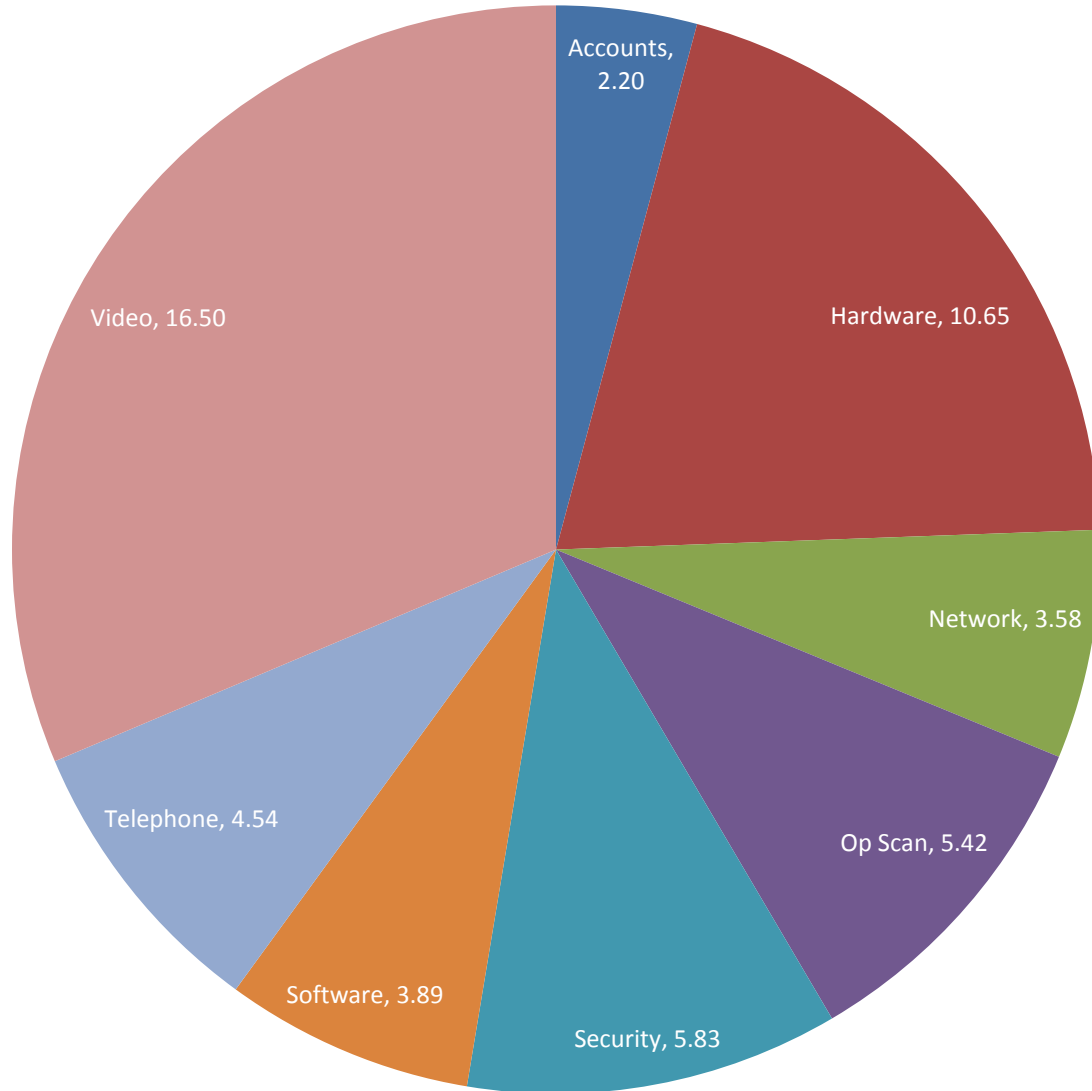
# Average Ticket Age by Group

## July 1, 2008 - June 30, 2009



# Average Ticket Age by Category

## July 1, 2008 - June 30, 2009



# Number of Techs Assigned to Each Ticket July 1, 2008 - June 30, 2009

