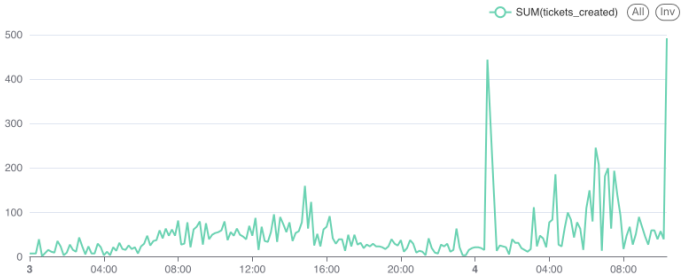
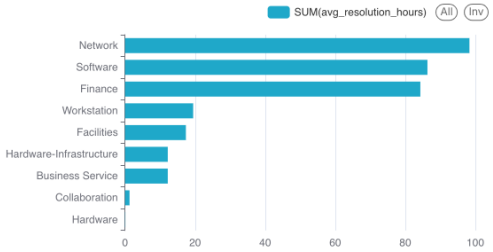
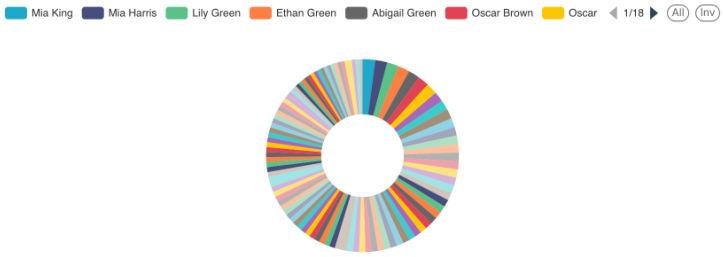
Ticket Volume Trends



Avg Resolution time by Category (in hours)



Closure Rate by Assigned Group



Open Tickets Count by Priority

priority_status	open_tickets
Low	34
Moderate	8