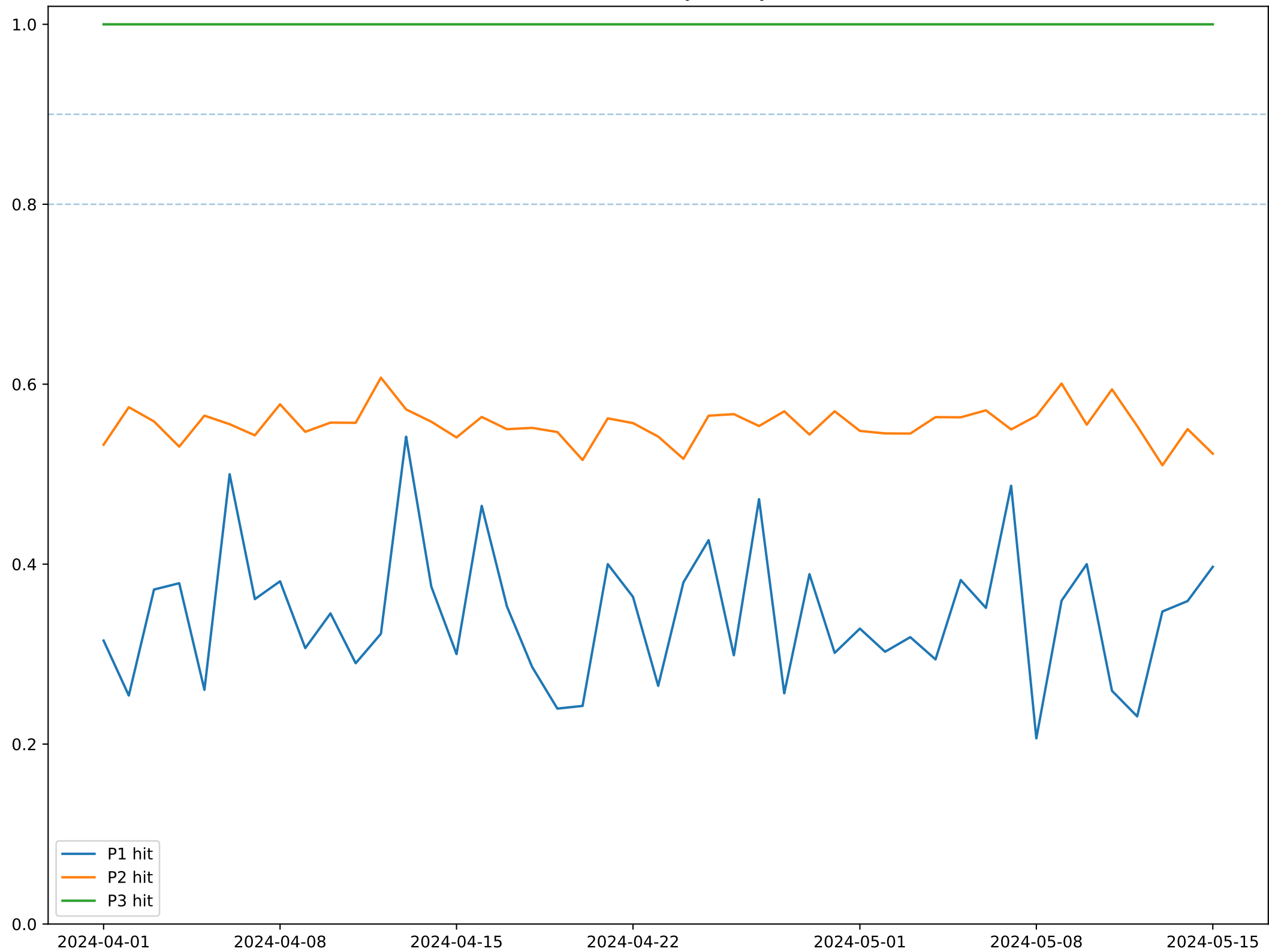
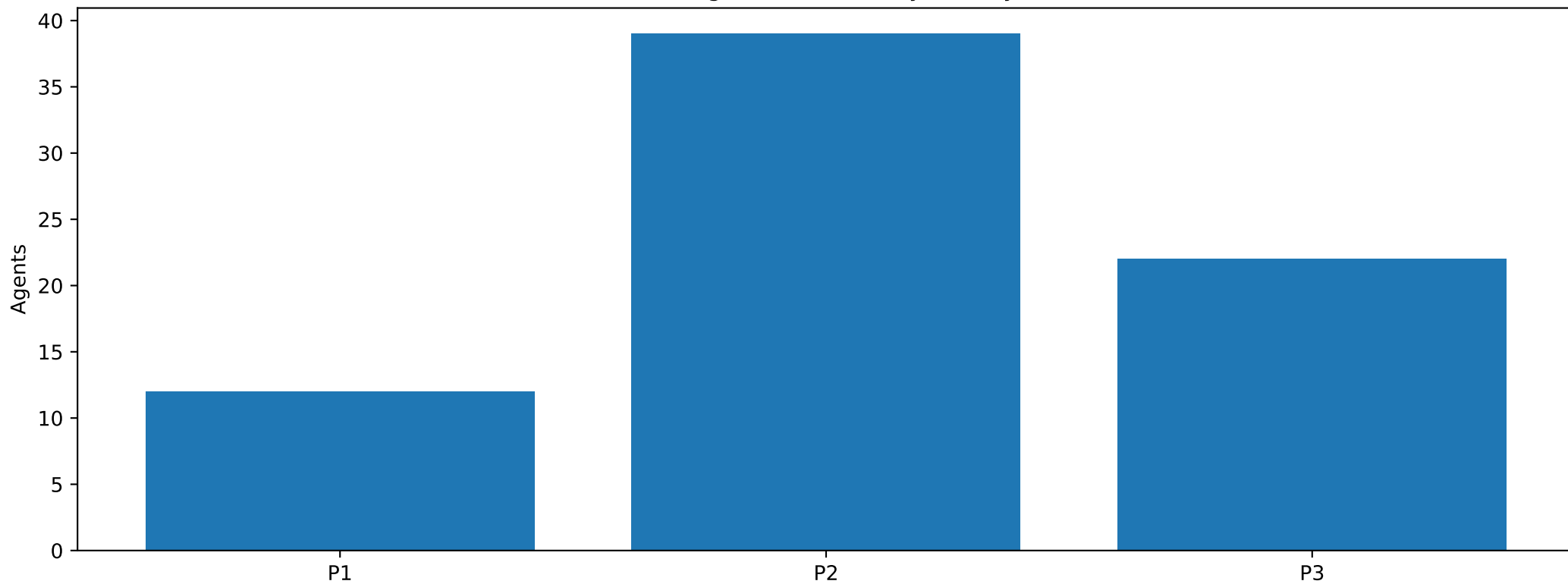


SLA Hit Rate by Priority



Peak Agents Needed (by Priority)



Backlog Index (lower is better)

