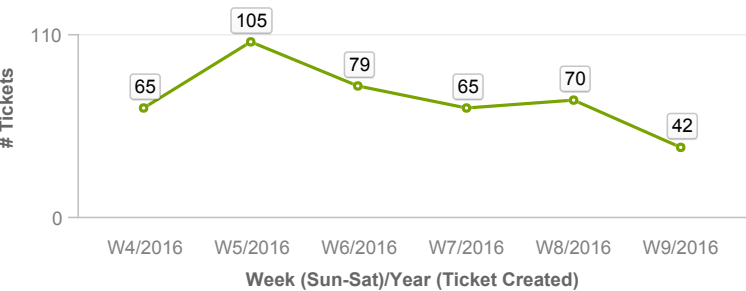


Current Week

42 New Tickets	18 Solved Tickets	45 % % Solved	5.4 hrs 1st Reply Time	5.5 hrs Resolution Time	273 Current Backlog
Last Week 70 New Tickets	45 Solved Tickets	63 % % Solved	6.1 hrs 1st Reply Time	21.0 hrs Resolution Time	

Weekly New Ticket Trend



Solved Ticket Trend

