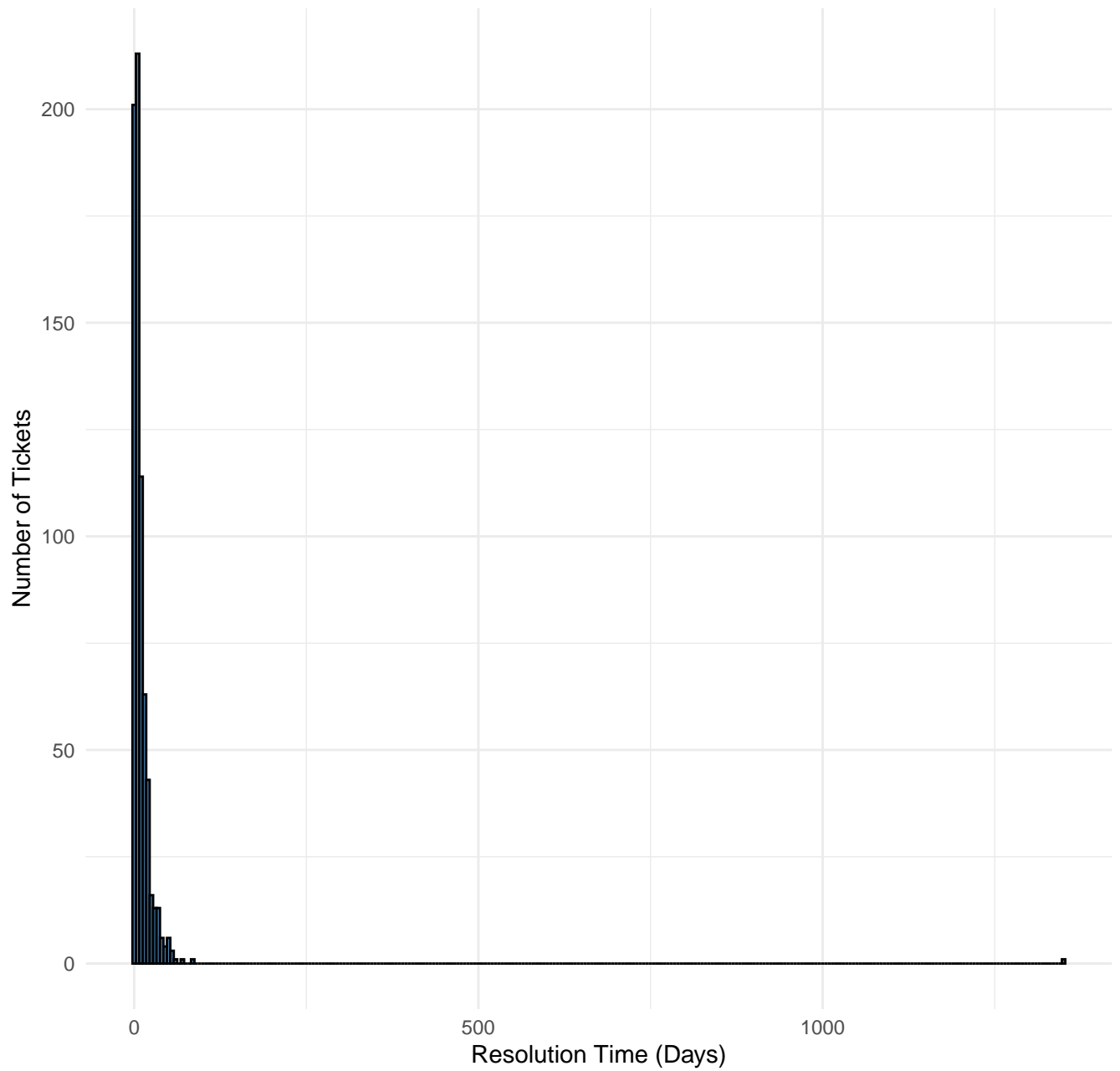


Distribution of Ticket Resolution Times



Resolution Time for Each Ticket

