

This report contains data from 126 Tickets.

Ticket Number	Customer Impact	Status	Last Edit Date	Age of Ticket † ‡
15334	4 -Normal	Engineering	08/11/2014	440 days, 11 hours, 12 minutes
15501	4 -Normal	Engineering	08/11/2014	427 days, 3 hours, 26 minutes
15750	4 -Normal	Engineering	08/11/2014	411 days, 3 hours, 46 minutes
15862	4 -Normal	Engineering	08/11/2014	400 days, 9 hours, 46 minutes
15889	4 -Normal	Engineering	08/11/2014	399 days, 21 hours, 38 minutes
15893	4 -Normal	Engineering	08/11/2014	399 days, 12 hours, 49 minutes
15922	4 -Normal	Engineering	08/11/2014	398 days, 15 hours, 45 minutes
15974	4 -Normal	Engineering	08/11/2014	396 days, 6 hours, 40 minutes
15979	4 -Normal	Engineering	08/11/2014	396 days, 2 hours, 36 minutes
15983	4 -Normal	Engineering	08/11/2014	396 days, 0 hours, 18 minutes
15989	4 -Normal	Engineering	08/11/2014	394 days, 23 hours, 40 minutes
15993	4 -Normal	Engineering	08/07/2014	393 days, 9 hours, 11 minutes
16000	4 -Normal	Engineering	08/11/2014	393 days, 3 hours, 12 minutes
16009	4 -Normal	Engineering	08/05/2014	392 days, 23 hours, 1 minute
16019	4 -Normal	Engineering	08/11/2014	392 days, 6 hours, 59 minutes
16029	4 -Normal	Engineering	08/11/2014	392 days, 5 hours, 0 minutes
16039	4 -Normal	Engineering	08/12/2014	391 days, 20 hours, 36 minutes
16044	4 -Normal	Engineering	08/11/2014	391 days, 3 hours, 55 minutes
16048	4 -Normal	Engineering	08/11/2014	391 days, 1 hour, 27 minutes
16067	4 -Normal	Engineering	08/11/2014	390 days, 0 hours, 13 minutes
16072	4 -Normal	Engineering	08/11/2014	389 days, 13 hours, 0 minutes
16073	4 -Normal	Engineering	08/11/2014	389 days, 11 hours, 55 minutes
16083	4 -Normal	Engineering	08/11/2014	388 days, 5 hours, 23 minutes
16089	4 -Normal	Engineering	08/11/2014	386 days, 5 hours, 53 minutes
16094	4 -Normal	Engineering	08/11/2014	386 days, 2 hours, 10 minutes
16099	4 -Normal	Engineering	08/11/2014	386 days, 0 hours, 45 minutes

16100	4 -Normal	Engineering	08/11/2014	385 days, 23 hours, 49 minutes
16102	4 -Normal	Engineering	08/11/2014	385 days, 21 hours, 34 minutes
16121	4 -Normal	Engineering	08/11/2014	385 days, 5 hours, 25 minutes
16137	4 -Normal	Engineering	08/11/2014	384 days, 4 hours, 10 minutes
16138	4 -Normal	Engineering	08/11/2014	384 days, 3 hours, 8 minutes
16155	4 -Normal	Engineering	08/11/2014	383 days, 3 hours, 57 minutes
16156	4 -Normal	Engineering	08/11/2014	383 days, 3 hours, 26 minutes
16158	4 -Normal	Engineering	08/11/2014	383 days, 1 hour, 51 minutes
16166	4 -Normal	Engineering	08/11/2014	382 days, 5 hours, 21 minutes
16191	4 -Normal	Engineering	08/11/2014	379 days, 4 hours, 42 minutes
16200	4 -Normal	Engineering	08/11/2014	379 days, 1 hour, 23 minutes
16212	4 -Normal	Engineering	08/11/2014	378 days, 9 hours, 43 minutes
16249	4 -Normal	Engineering	08/11/2014	377 days, 5 hours, 30 minutes
16254	4 -Normal	Engineering	08/11/2014	377 days, 2 hours, 16 minutes
16259	4 -Normal	Engineering	08/11/2014	377 days, 0 hours, 44 minutes
16305	4 -Normal	Engineering	08/11/2014	372 days, 6 hours, 27 minutes
16306	4 -Normal	Engineering	08/11/2014	372 days, 5 hours, 55 minutes
16309	4 -Normal	Engineering	08/11/2014	372 days, 4 hours, 15 minutes
16326	4 -Normal	Engineering	08/11/2014	371 days, 23 hours, 1 minute
16327	4 -Normal	Engineering	08/11/2014	371 days, 22 hours, 54 minutes
16330	4 -Normal	Engineering	08/11/2014	371 days, 21 hours, 30 minutes
16334	4 -Normal	Engineering	08/11/2014	371 days, 7 hours, 59 minutes
16354	4 -Normal	Engineering	08/11/2014	370 days, 16 hours, 12 minutes
16358	4 -Normal	Engineering	08/11/2014	370 days, 6 hours, 2 minutes
16359	4 -Normal	Engineering	08/11/2014	370 days, 4 hours, 45 minutes
16361	4 -Normal	Engineering	08/11/2014	370 days, 3 hours, 22 minutes
16367	4 -Normal	Engineering	08/11/2014	370 days, 0 hours, 46 minutes
16376	4 -Normal	Engineering	08/11/2014	369 days, 3 hours, 40 minutes
18865	4 -Normal	Engineering	02/03/2014	202 days, 5 hours, 16 minutes

19651	4 -Normal	Engineering	04/10/2014	175 days, 3 hours, 13 minutes
20099	4 -Normal	Engineering	03/17/2014	154 days, 1 hour, 43 minutes
20229	4 -Normal	Engineering	07/23/2014	145 days, 23 hours, 30 minutes
20318	3 -Elevated	Engineering	03/26/2014	139 days, 20 hours, 48 minutes
20616	4 -Normal	Engineering	07/15/2014	124 days, 5 hours, 11 minutes
20973	4 -Normal	Engineering	08/12/2014	102 days, 7 hours, 7 minutes
21034	4 -Normal	Engineering	05/12/2014	96 days, 8 hours, 2 minutes
21255	4 -Normal	Engineering	08/07/2014	76 days, 5 hours, 6 minutes
21324	3 -Elevated	Engineering	08/12/2014	69 days, 9 hours, 24 minutes
21503	4 -Normal	Engineering	08/12/2014	53 days, 6 hours, 12 minutes
21547	4 -Normal	Engineering	08/11/2014	49 days, 4 hours, 25 minutes
21554	4 -Normal	Engineering	07/17/2014	48 days, 5 hours, 13 minutes
21585	4 -Normal	Engineering	08/12/2014	45 days, 19 hours, 22 minutes
21601	4 -Normal	Engineering	07/17/2014	43 days, 0 hours, 40 minutes
21603	4 -Normal	Engineering	06/30/2014	43 days, 0 hours, 7 minutes
21611	4 -Normal	Engineering	08/11/2014	42 days, 22 hours, 39 minutes
21680	4 -Normal	Engineering	07/16/2014	36 days, 0 hours, 53 minutes
21709	2 -High	Engineering	08/12/2014	35 days, 3 hours, 9 minutes
21710	4 -Normal	Engineering	08/11/2014	35 days, 2 hours, 16 minutes
21721	4 -Normal	Engineering	08/11/2014	34 days, 3 hours, 23 minutes
21730	4 -Normal	Engineering	07/10/2014	33 days, 8 hours, 9 minutes
21738	4 -Normal	Engineering	08/07/2014	33 days, 2 hours, 21 minutes
21748	4 -Normal	Engineering	07/24/2014	32 days, 3 hours, 19 minutes
21755	4 -Normal	Engineering	08/04/2014	29 days, 4 hours, 42 minutes
21793	4 -Normal	Engineering	08/12/2014	28 days, 2 hours, 20 minutes
21797	4 -Normal	Customer	08/11/2014	28 days, 2 hours, 20 minutes
21802	4 -Normal	Engineering	08/08/2014	28 days, 1 hour, 29 minutes
21803	4 -Normal	Engineering	08/08/2014	28 days, 1 hour, 29 minutes

21804	4 -Normal	Customer	08/08/2014	28 days, 1 hour, 29 minutes
21805	4 -Normal	Engineering	08/08/2014	28 days, 1 hour, 29 minutes
21825	4 -Normal	Engineering	08/11/2014	27 days, 0 hours, 13 minutes
21835	3 -Elevated	Engineering	07/23/2014	26 days, 9 hours, 15 minutes
21845	4 -Normal	Engineering	08/12/2014	26 days, 3 hours, 10 minutes
21847	4 -Normal	Engineering	08/12/2014	26 days, 1 hour, 24 minutes
21849	4 -Normal	Engineering	07/18/2014	26 days, 0 hours, 9 minutes
21850	4 -Normal	Engineering	07/22/2014	26 days, 0 hours, 2 minutes
21896	4 -Normal	Engineering	07/23/2014	20 days, 3 hours, 24 minutes
21932	4 -Normal	Engineering	08/12/2014	15 days, 18 hours, 43 minutes
21947	4 -Normal	Engineering	07/29/2014	14 days, 20 hours, 36 minutes
21948	4 -Normal	Engineering	08/07/2014	14 days, 9 hours, 50 minutes
21978	4 -Normal	Customer	08/11/2014	12 days, 0 hours, 3 minutes
21981	4 -Normal	Engineering	08/11/2014	11 days, 16 hours, 0 minutes
21986	4 -Normal	Engineering	08/11/2014	10 days, 22 hours, 6 minutes
21988	3 -Elevated	Engineering	08/11/2014	8 days, 12 hours, 41 minutes
21990	4 -Normal	Engineering	08/12/2014	8 days, 4 hours, 37 minutes
21994	4 -Normal	Engineering	08/11/2014	8 days, 2 hours, 57 minutes
22001	4 -Normal	Engineering	08/08/2014	8 days, 1 hour, 9 minutes
22004	4 -Normal	Engineering	08/11/2014	8 days, 0 hours, 8 minutes
22005	4 -Normal	Engineering	08/11/2014	7 days, 22 hours, 57 minutes
22006	4 -Normal	Engineering	08/12/2014	7 days, 21 hours, 39 minutes
22007	4 -Normal	Engineering	08/11/2014	7 days, 15 hours, 25 minutes
22012	4 -Normal	Engineering	08/12/2014	7 days, 4 hours, 49 minutes
22016	3 -Elevated	Engineering	08/12/2014	7 days, 3 hours, 44 minutes
22018	3 -Elevated	Engineering	08/12/2014	7 days, 0 hours, 58 minutes
22030	4 -Normal	Engineering	08/06/2014	6 days, 5 hours, 52 minutes
22041	4 -Normal	Engineering	08/07/2014	5 days, 5 hours, 36 minutes
22049	4 -Normal	Engineering	08/08/2014	4 days, 4 hours, 35 minutes

22050	4 -Normal	Engineering	08/12/2014	4 days, 4 hours, 7 minutes
22054	4 -Normal	Engineering	08/11/2014	4 days, 2 hours, 56 minutes
22058	3 -Elevated	Engineering	08/11/2014	3 days, 20 hours, 18 minutes
22062	4 -Normal	Engineering	08/11/2014	3 days, 6 hours, 58 minutes
22066	4 -Normal	Engineering	08/11/2014	1 day, 9 hours, 29 minutes
22067	4 -Normal	Engineering	08/12/2014	1 day, 6 hours, 41 minutes
22075	4 -Normal	Engineering	08/11/2014	1 day, 0 hours, 4 minutes
22076	4 -Normal	Engineering	08/11/2014	1 day, 0 hours, 3 minutes
22077	4 -Normal	Engineering	08/11/2014	1 day, 0 hours, 2 minutes
22085	4 -Normal	Engineering	08/11/2014	0 days, 23 hours, 5 minutes
22087	4 -Normal	Engineering	08/12/2014	0 days, 22 hours, 39 minutes
22088	4 -Normal	Engineering	08/12/2014	0 days, 22 hours, 31 minutes
22090	2 -High	Engineering	08/12/2014	0 days, 7 hours, 17 minutes
22091	4 -Normal	Engineering	08/12/2014	0 days, 4 hours, 10 minutes

† Project Work Schedule was disabled for these time calculations.
‡ 1 Day = 24 Hours