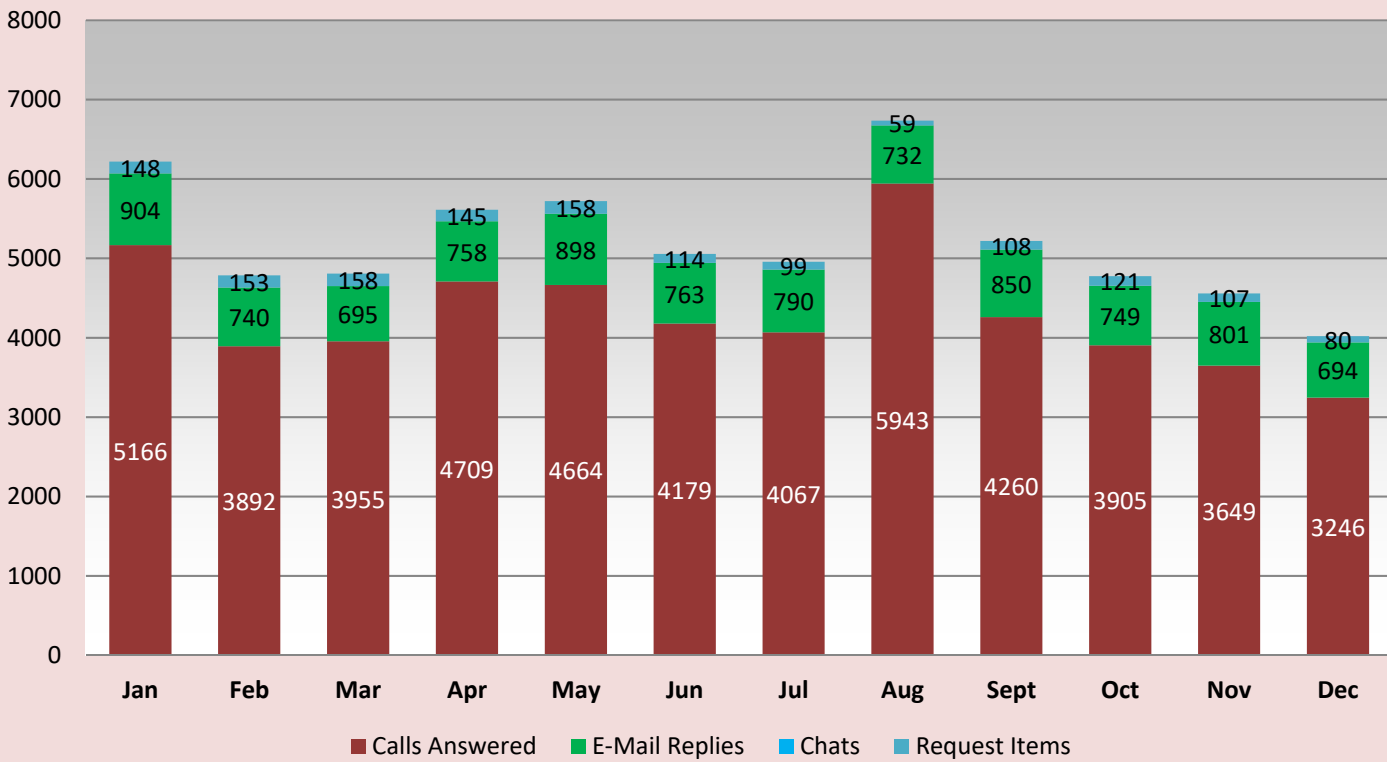
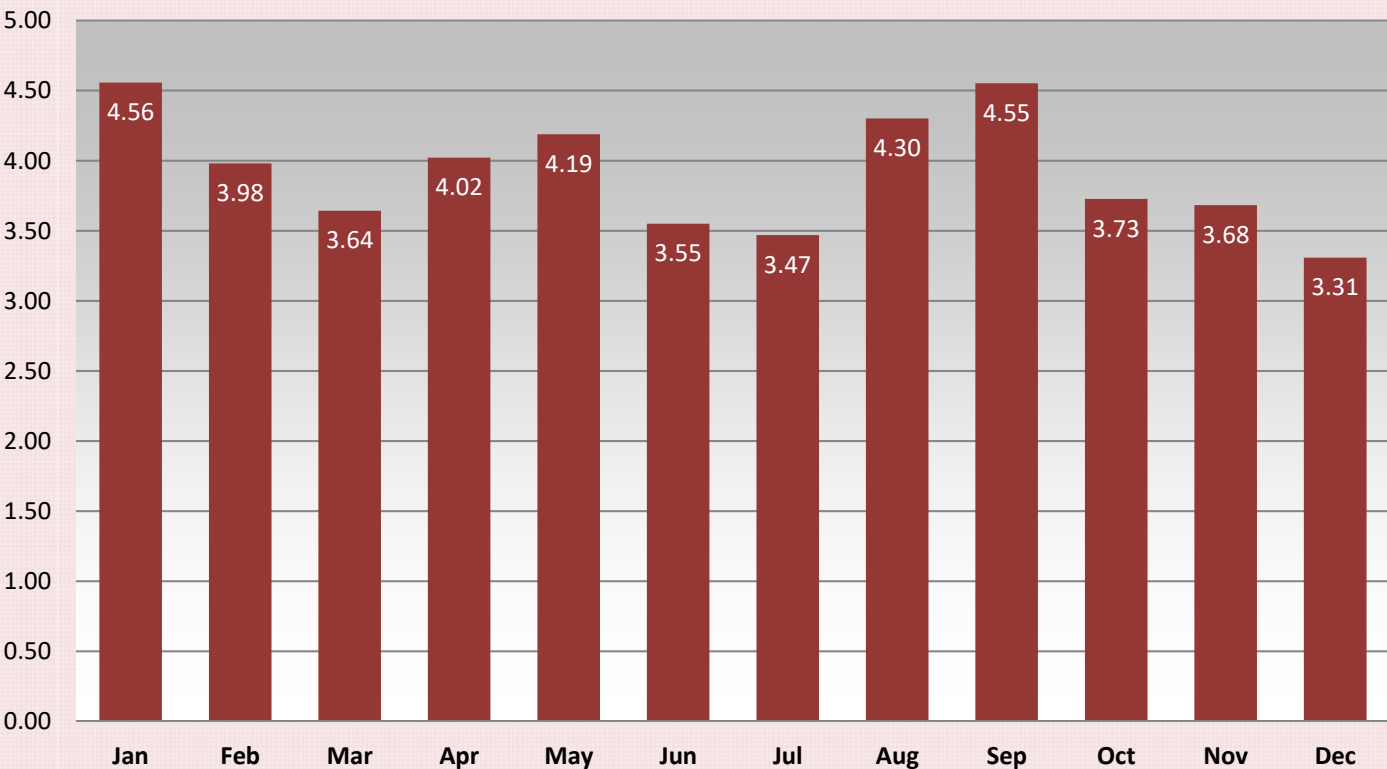


Total Contacts for Support (By Type)



Average Contacts/Agent/Hour



% of Tickets Resolved by Help Desk

