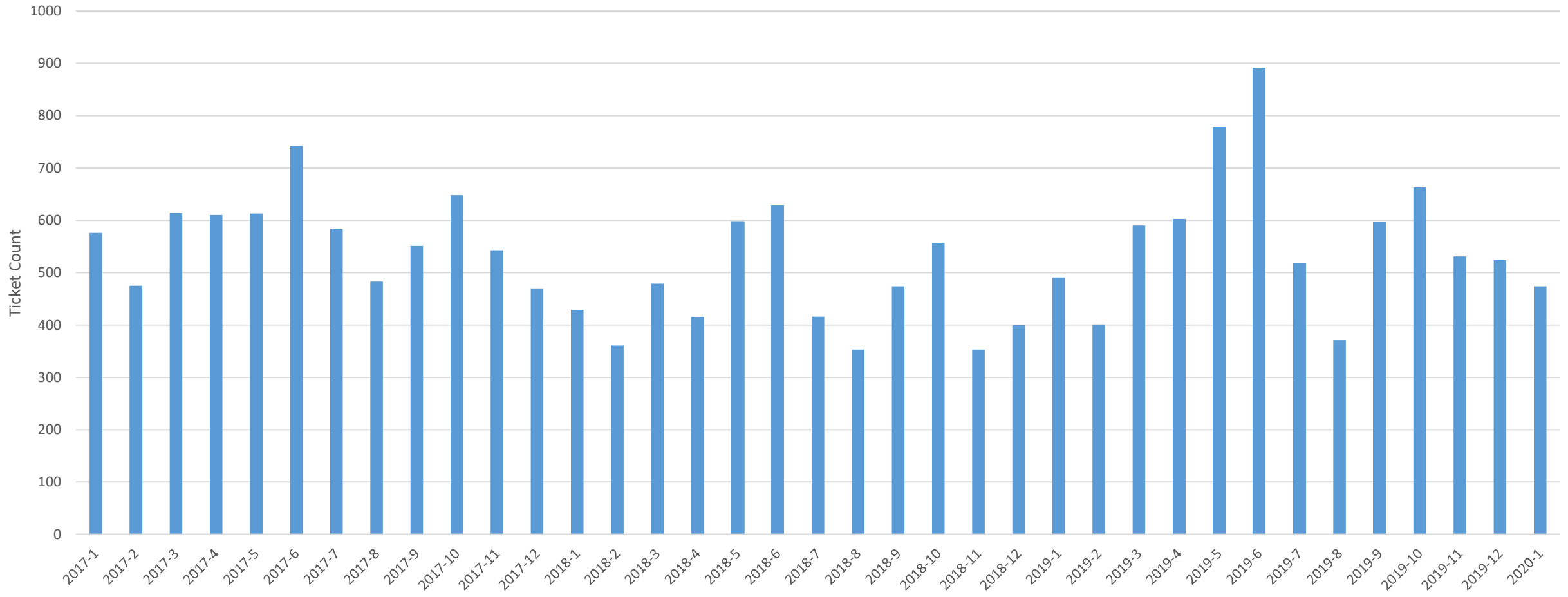
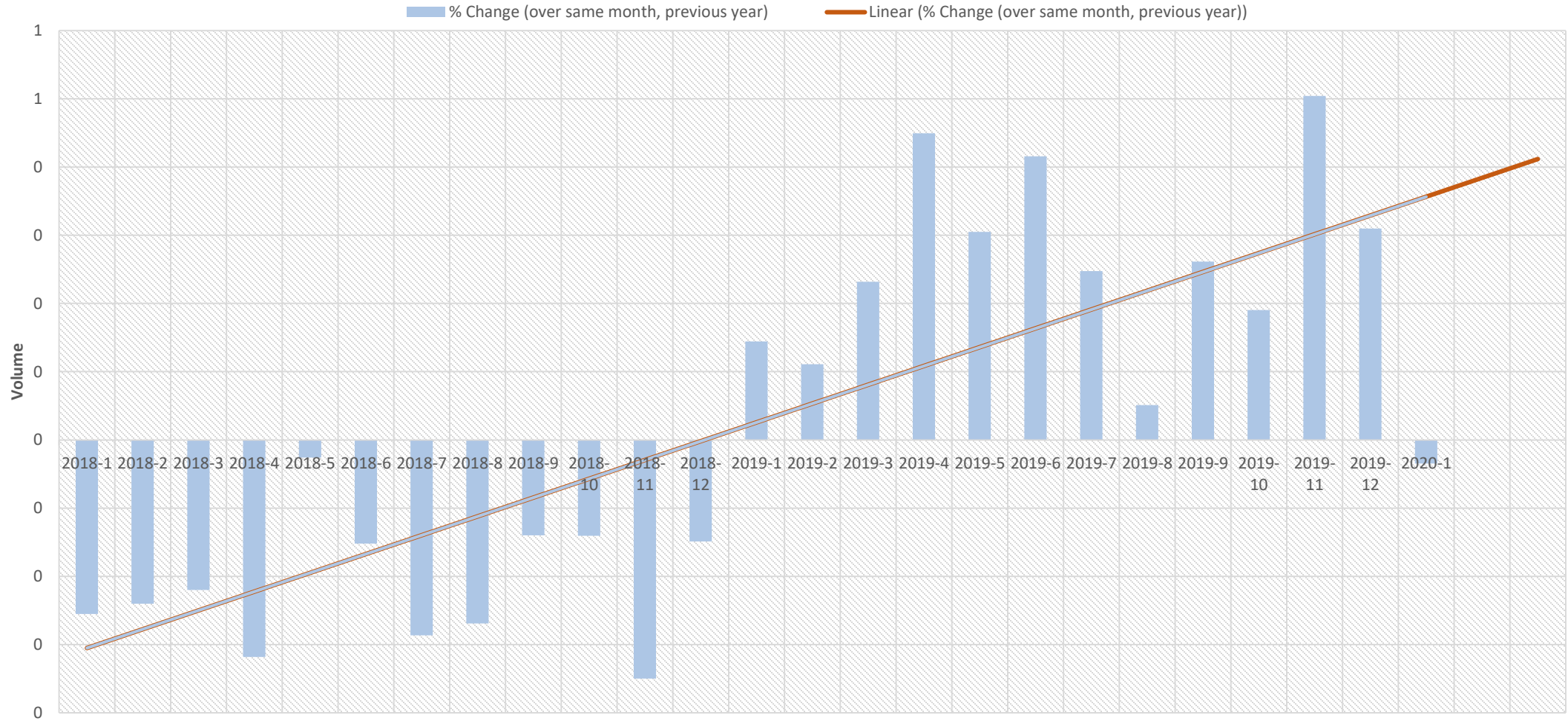


## CASSS: Total Ticket Volume Jan 2017 - Jan 2020



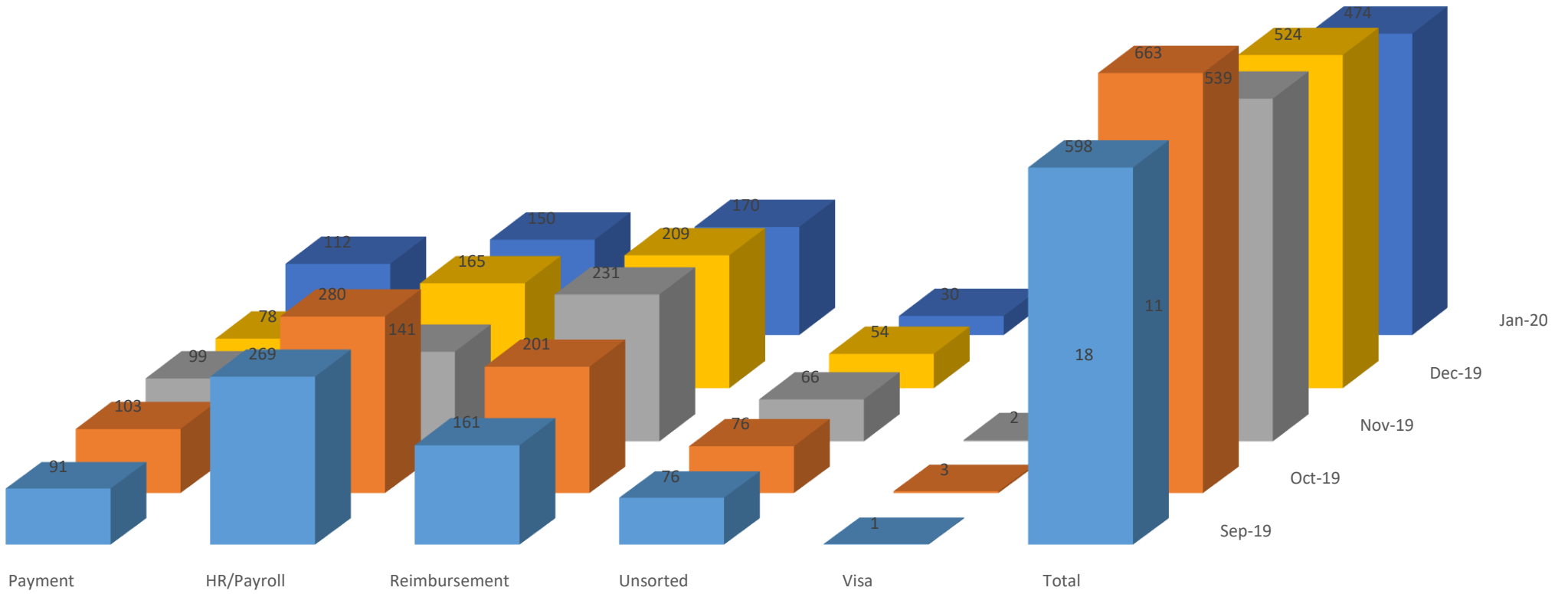
# Delta of Monthly Volume (e.g., Jan 2020 volume increase/decrease over Jan 2019)



# Volume by Queue

## Oct 2019 - Jan 2020

■ Sep-19 ■ Oct-19 ■ Nov-19 ■ Dec-19 ■ Jan-20



Turn-Around Times (Created to Resolved) by Month  
 Shown with Total Volume  
 Jan 2018 - July 2019

