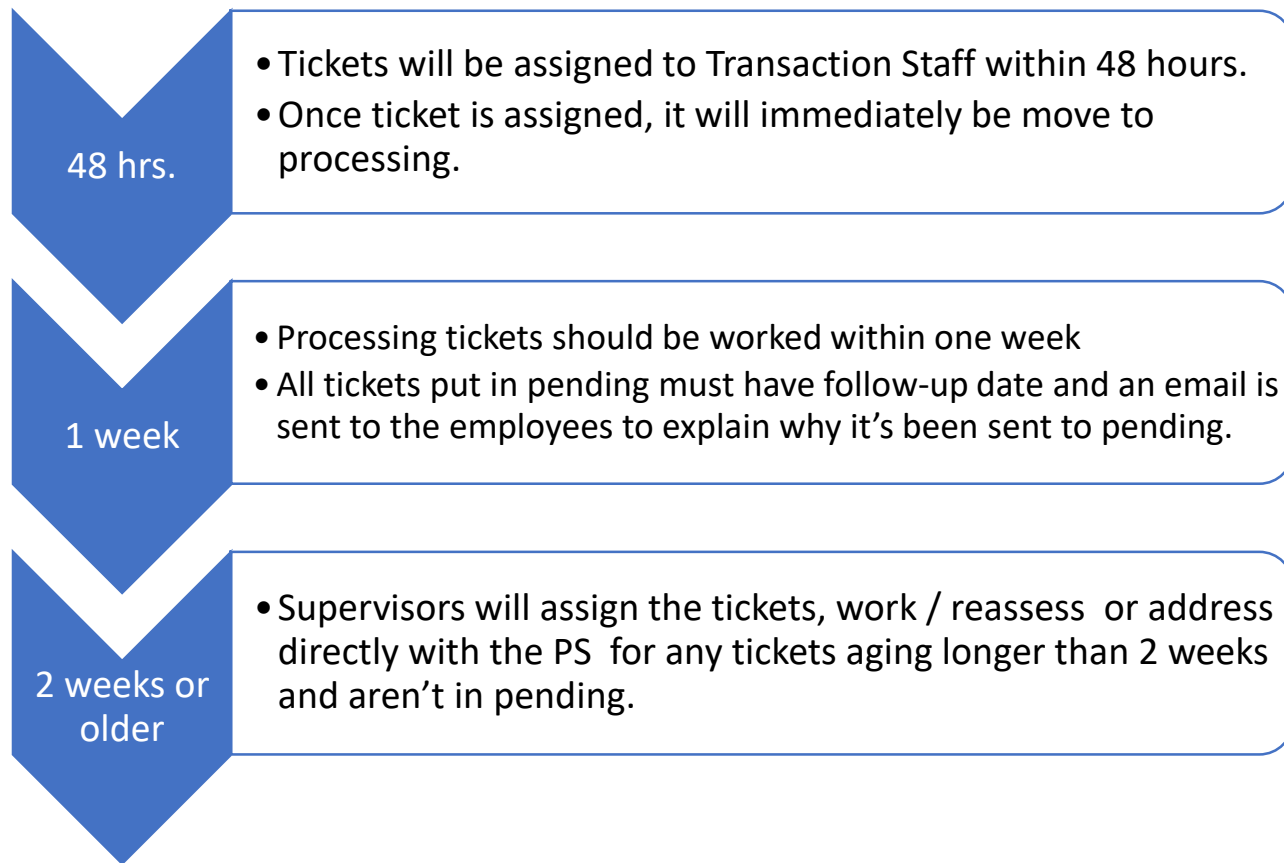


Ticket Aging Expectations



Employees can add comments anytime tickets are outside the above timelines to elevate.