

**Sample Co.**  
**Service: Ticket Status**

Status Type	Number of Tickets in Status	Average Time to Status (Hours)
Assigned		265.1
Scheduled		
In Progress	2	70
Escalated		
Completed	1	64.2
Closed	562	212.5
<b>Totals</b>	<b>565</b>	<b>194.5</b>