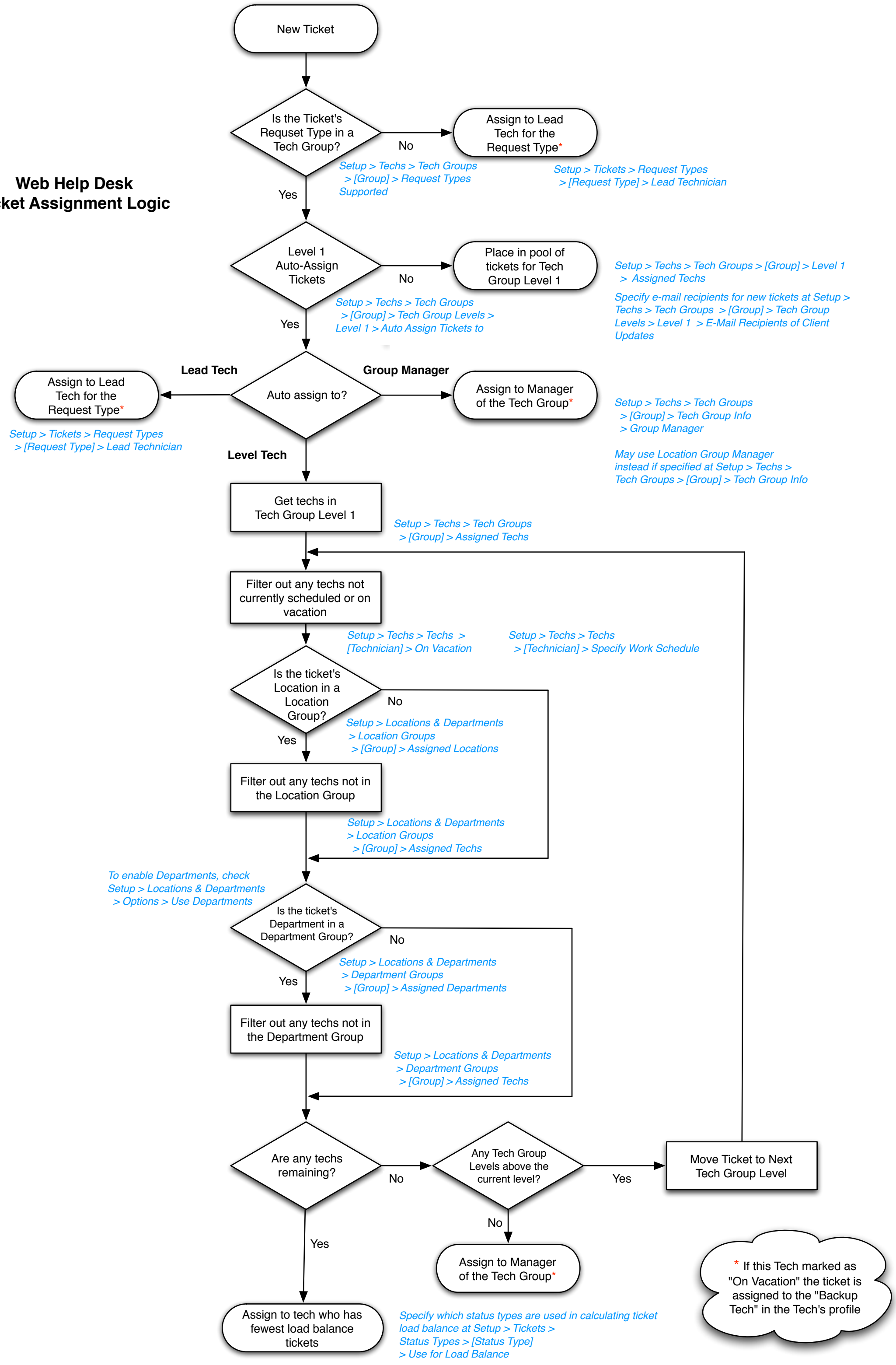Web Help Desk
Ticket Assignment Logic