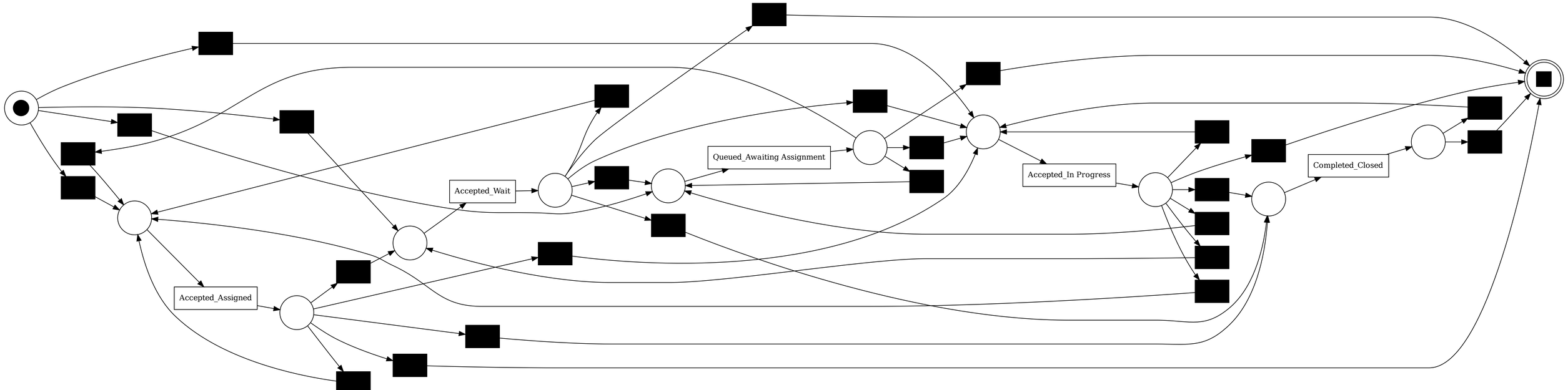
Accepted_Wait
Queued_Awaiting Assignment
Accepted_In Progress
Completed_Closed
Accepted_Assigned