



AUXILIARY SERVICES IT

AS IT MONTHLY REPORTS

For January 2016

TO CREATE
THE BEST USC
EXPERIENCE.

BEST PEOPLE.
BEST PRODUCT.
BEST SERVICE.

USC BOOKSTORES. USC HOSPITALITY.
USC HOUSING. USC TRANSPORTATION.
USC RADISSON. USC COLISEUM.

USC Auxiliary Services



USCAUXILIARY SERVICESIT

AGENDA

- Service Desk Reports
- Aging Report
- Website Reports
- Email Campaign Reports
- Customer Satisfaction Report

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USCAUXILIARYSERVICESIT

Service Desk Reports January 2016

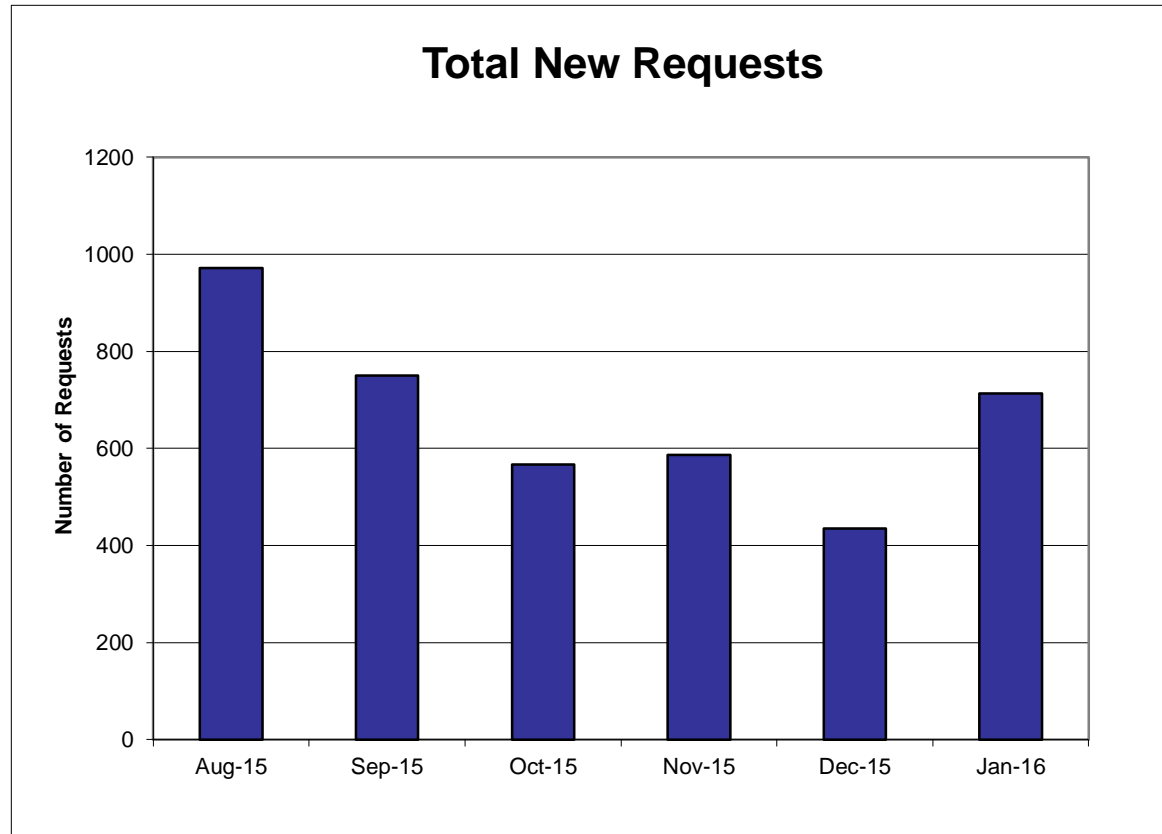
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Total New Requests

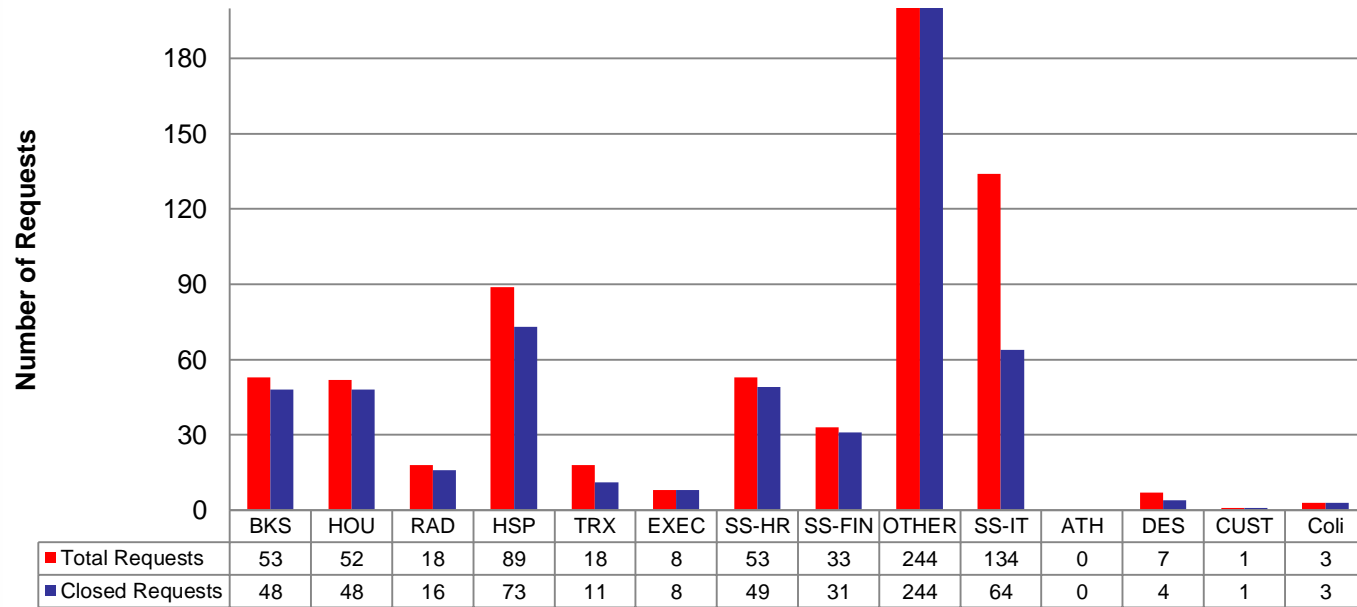




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Service Desk Reports January 2016

Total New Vs Closed Requests



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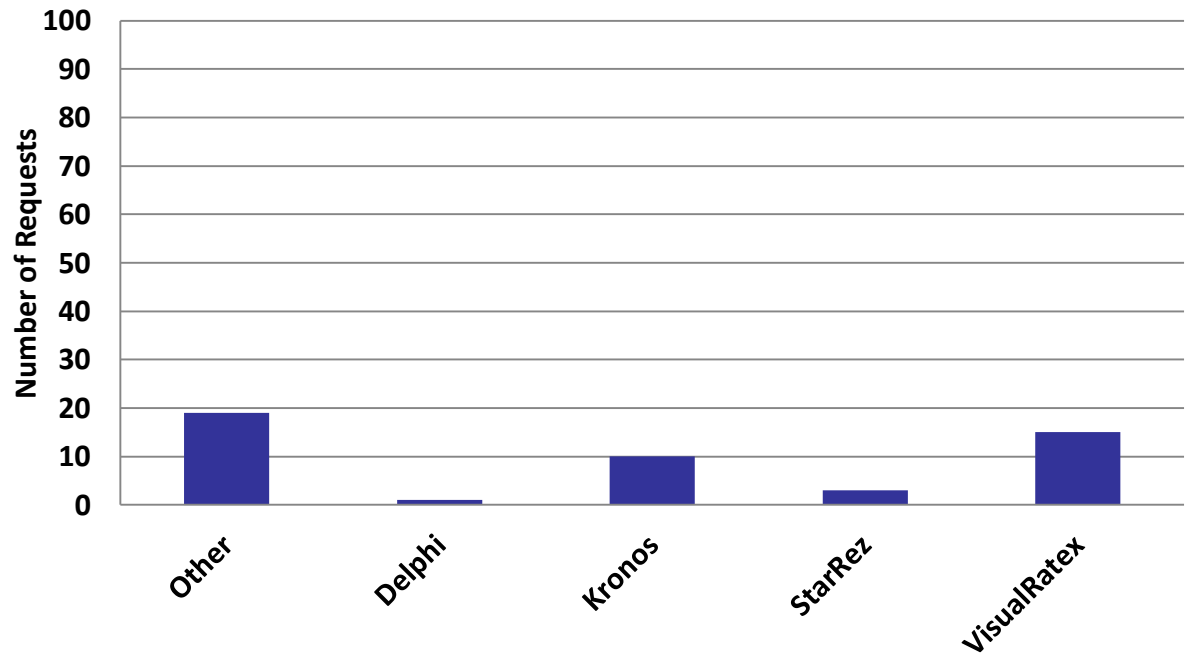


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Service Desk Reports

January 2016

Requests By BU System



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Service Desk Reports

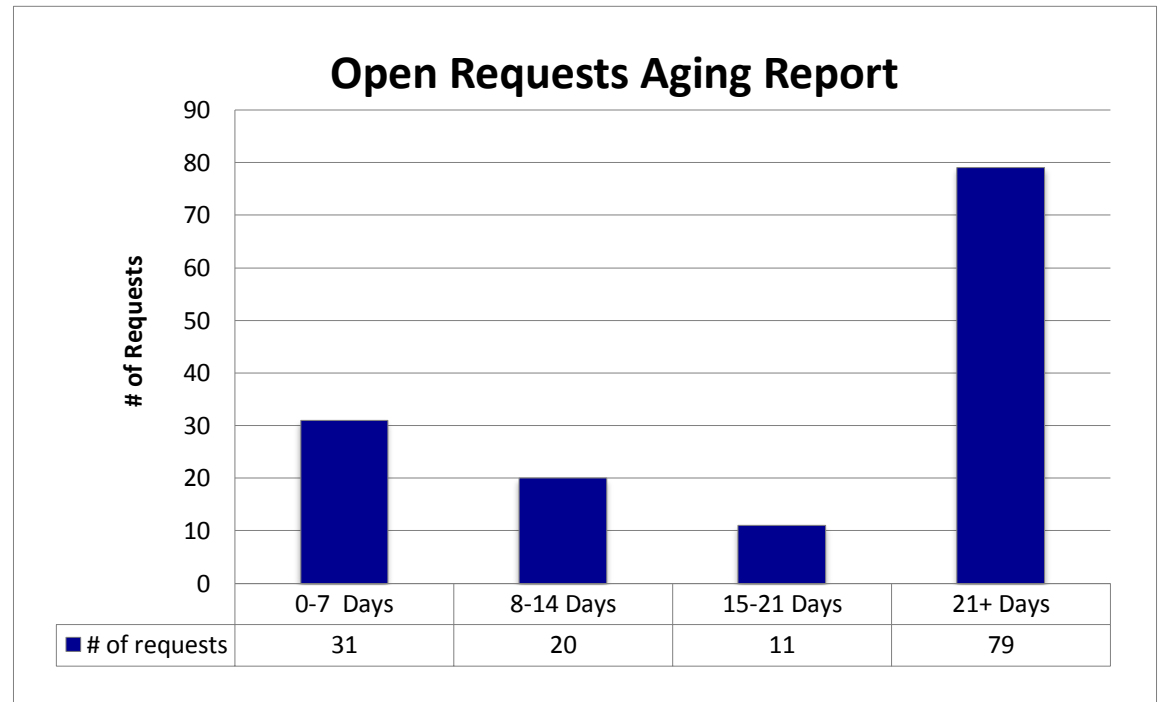
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Service Desk Reports

January 2016

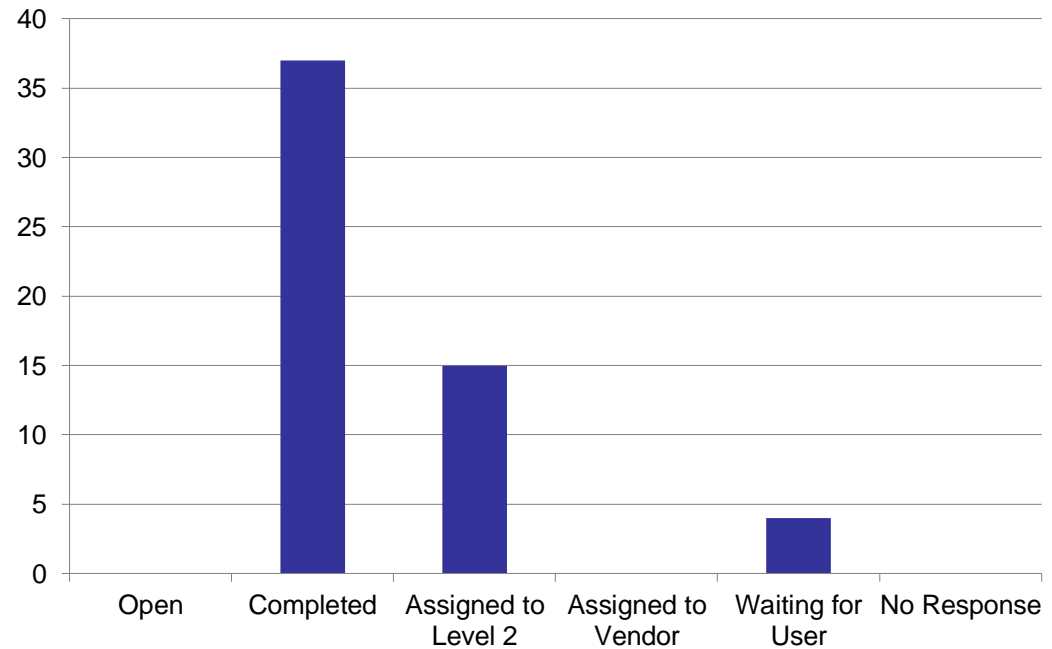
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of Web Requests Opened By Status



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USCHOUSING. USCTRANSPORTATION.
USCRADISSON. USCCOLISEUM.

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Service Desk Reports

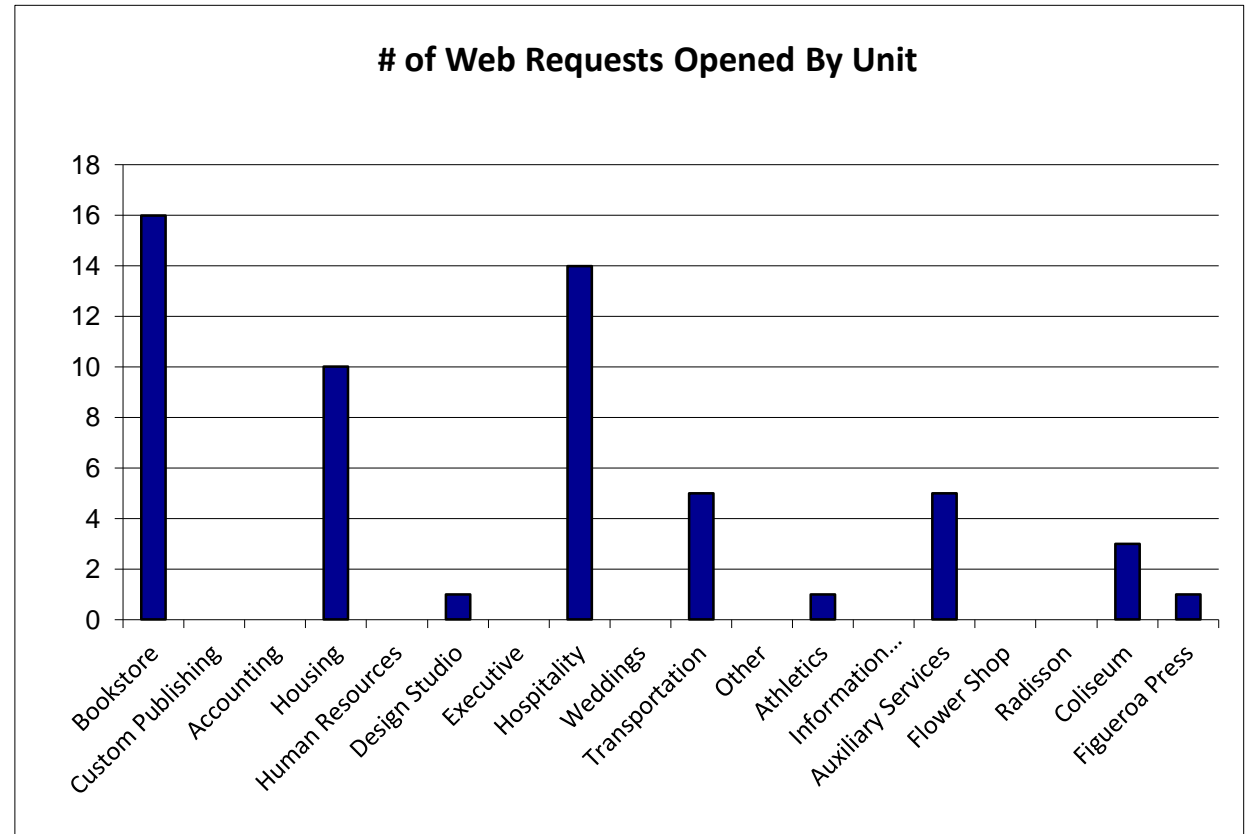
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Service Desk Reports

January 2016

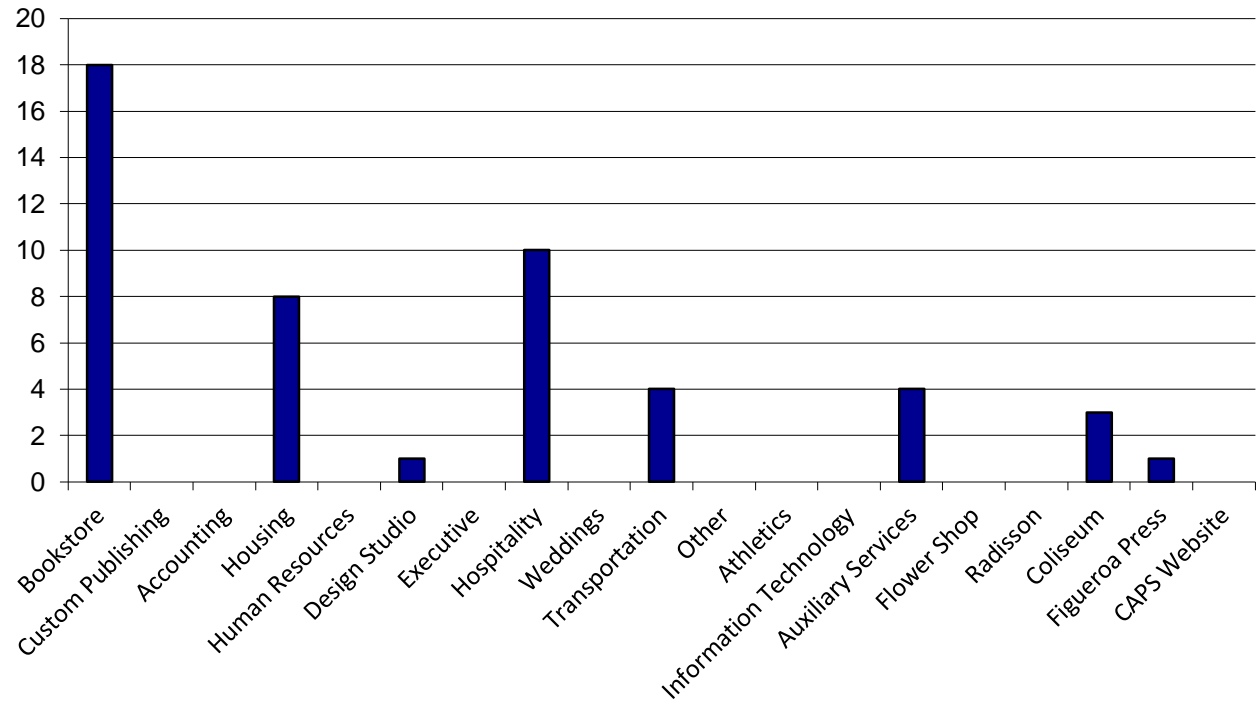
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of Web Requests Closed By Unit



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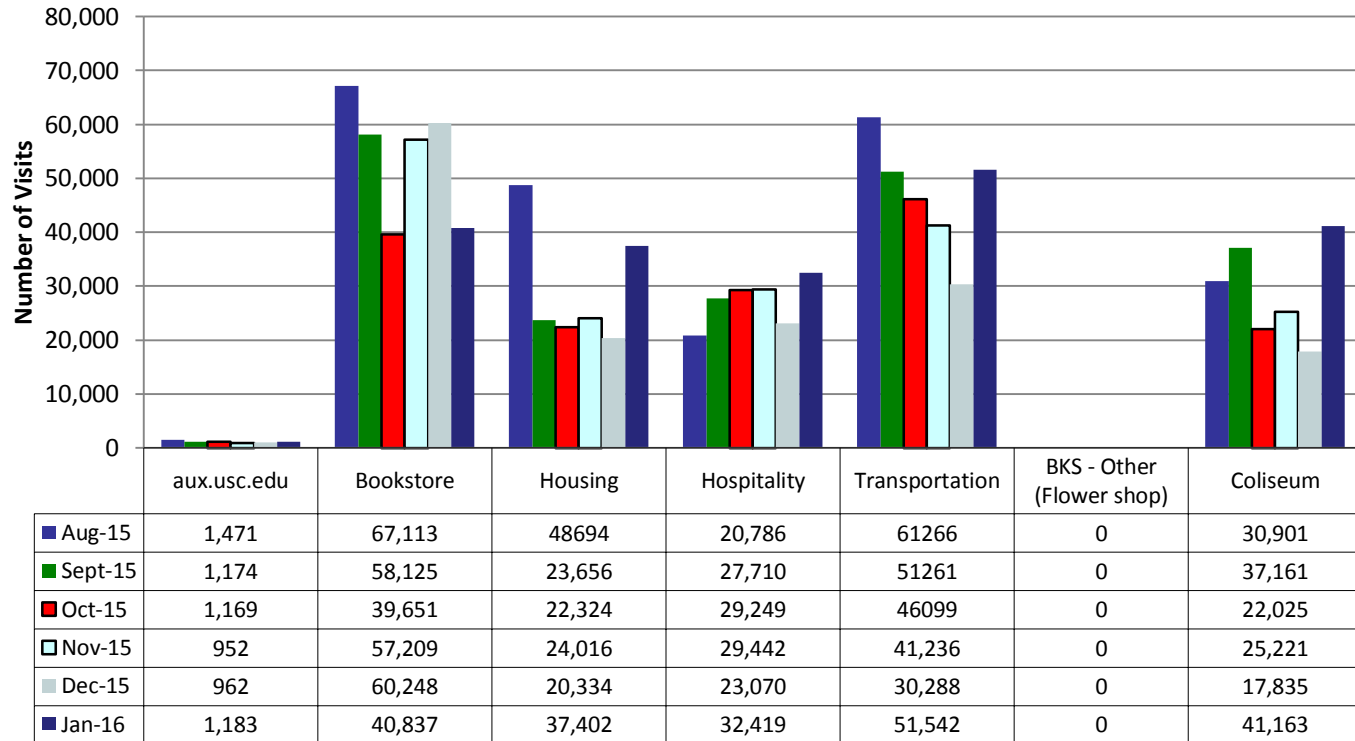


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Website Reports

January 2016

Web Visits Per Month - BU Main Sites



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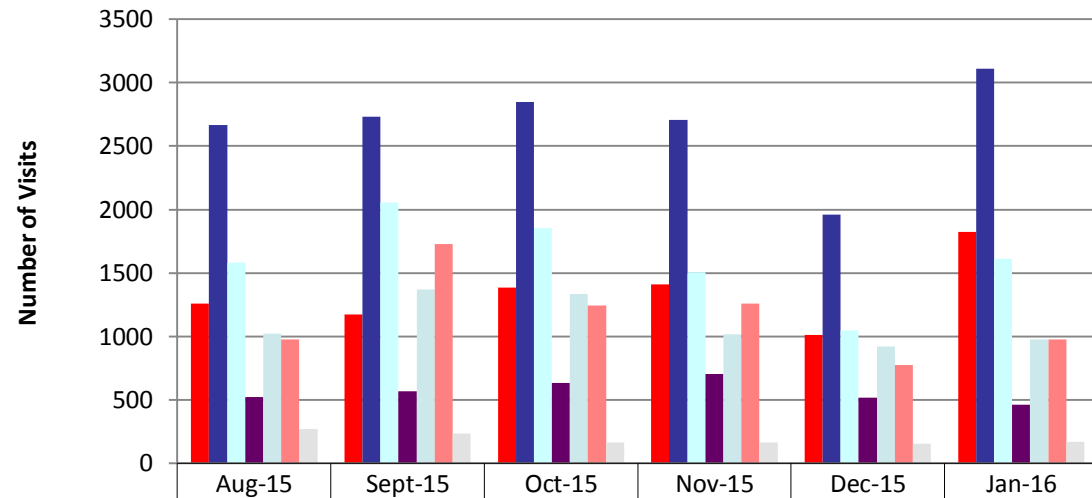


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Website Reports

January 2016

Web Visits Per Month - HSP Micro Sites



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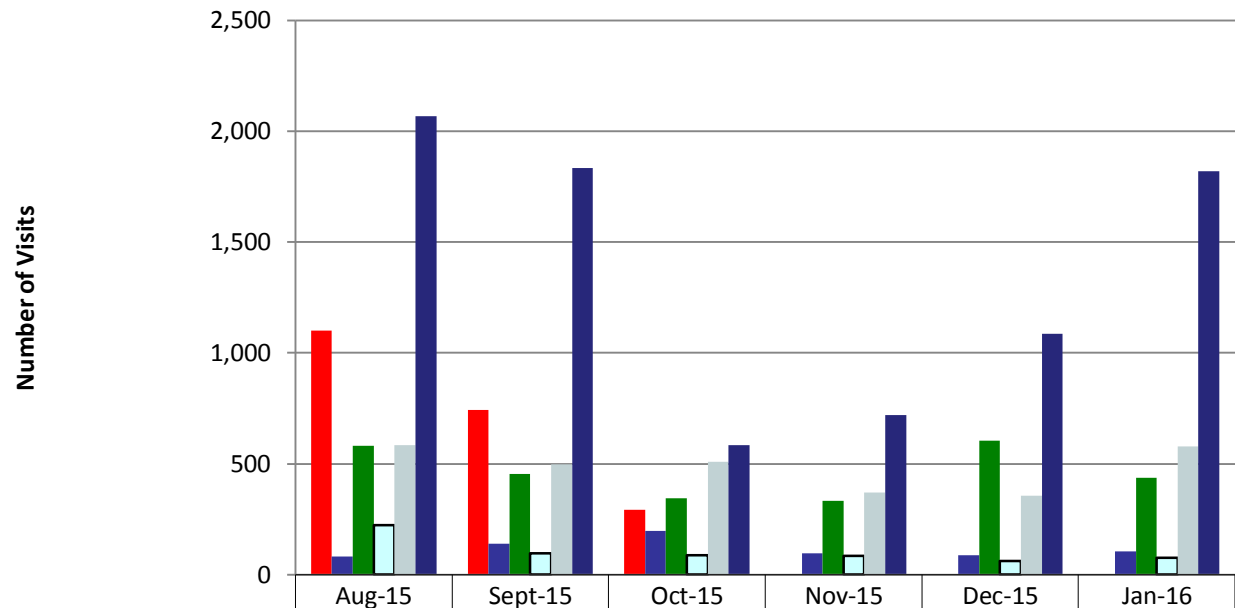


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Website Reports

January 2016

Web Visits Per Month - Other Sites



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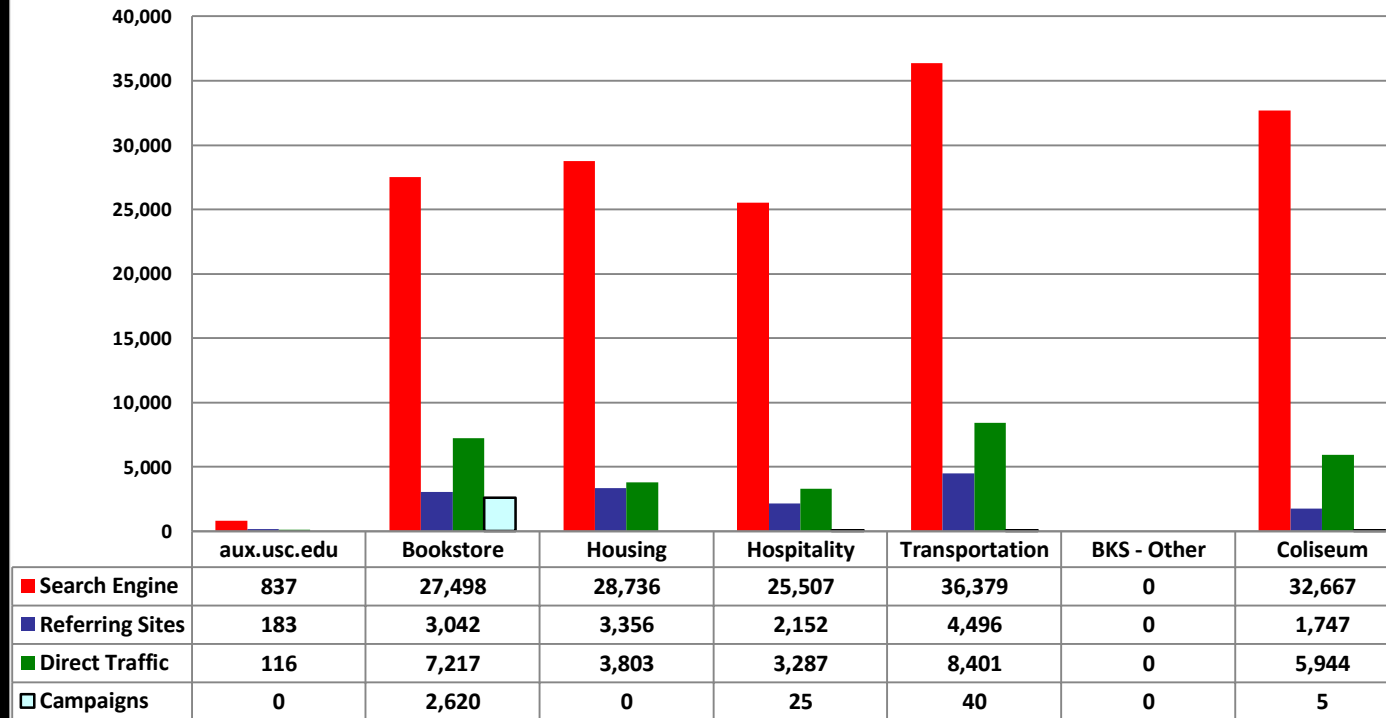


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Website Reports

January 2016

January 2016 Traffic Sources - BU Main Sites



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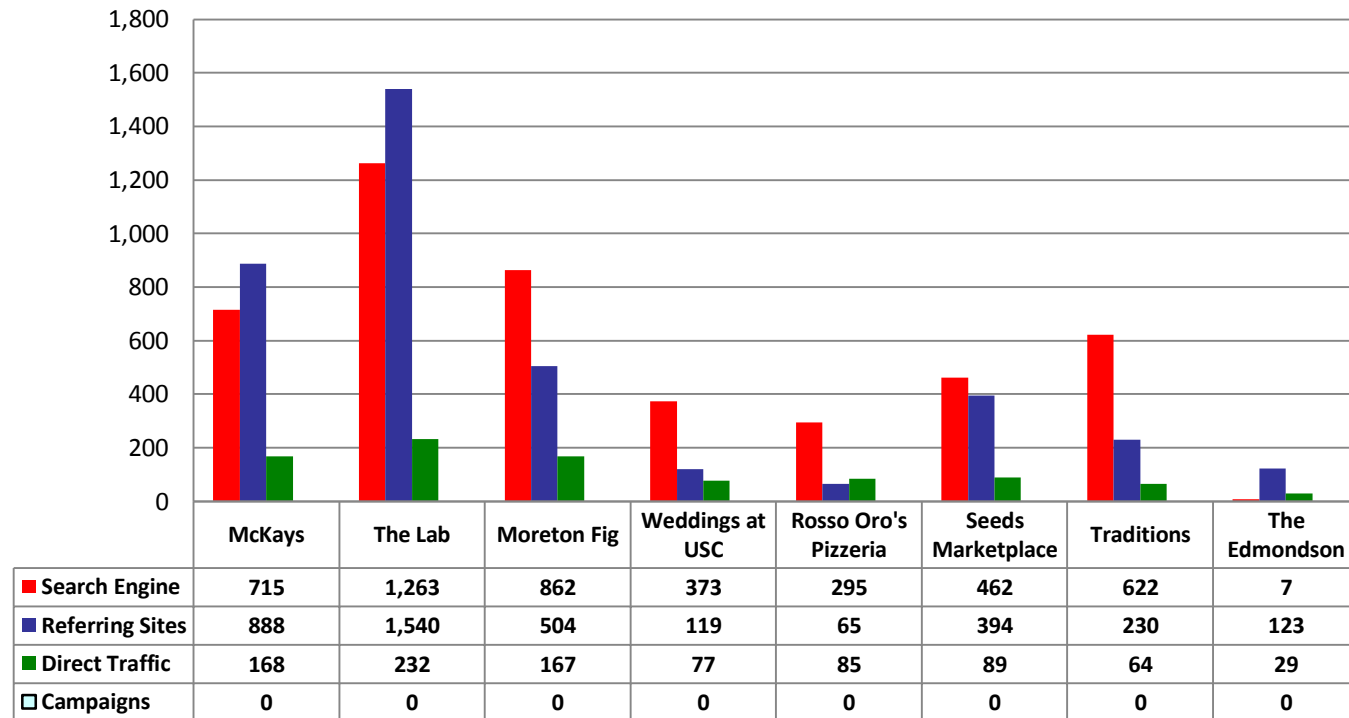


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Website Reports

January 2016

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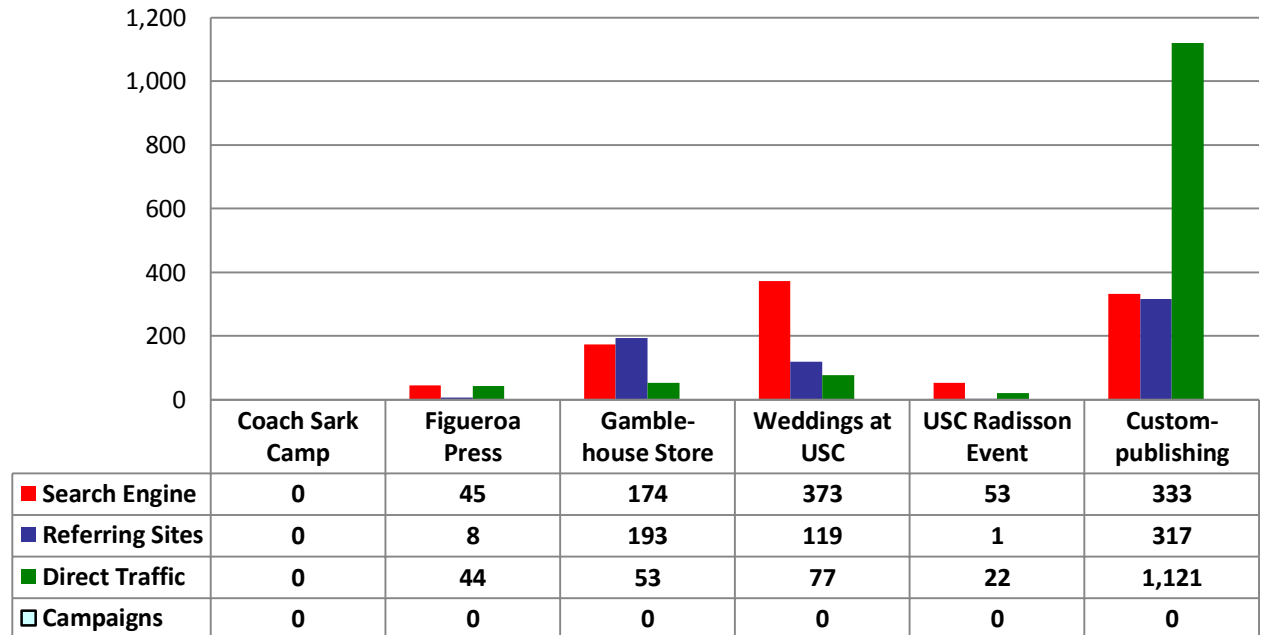


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Website Reports

January 2016

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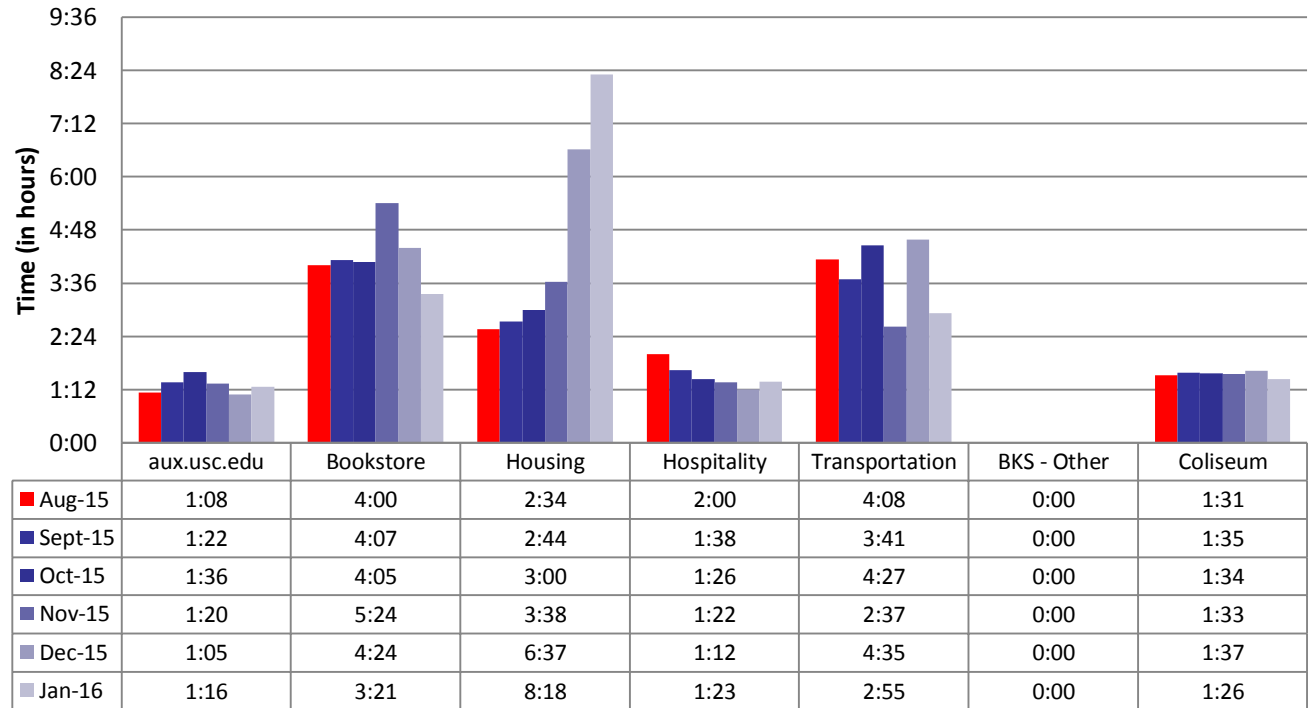


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Website Reports

January 2016

Average Time Spent on Website - BU Main Sites



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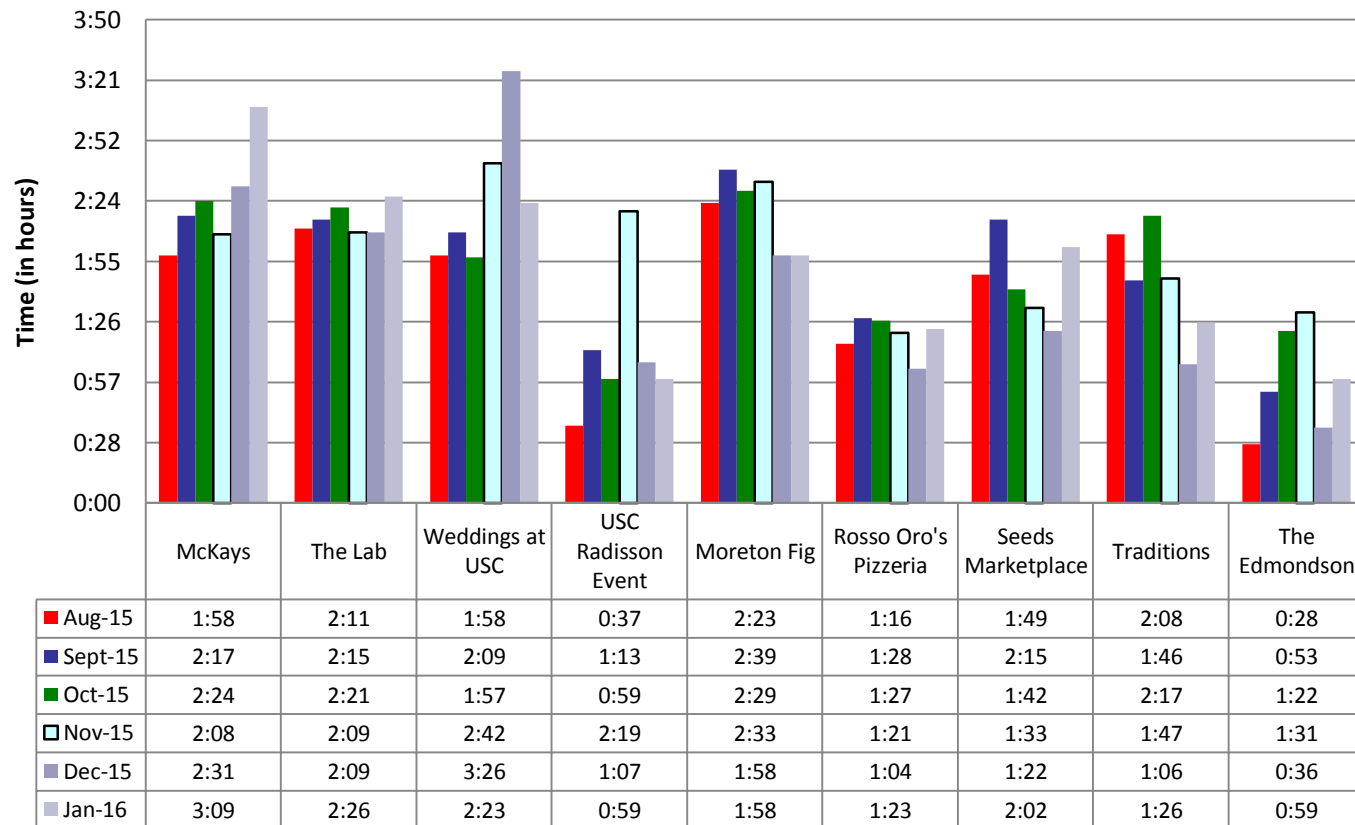
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Website Reports January 2016

Average Time Spent on Website - HSP Micro Sites



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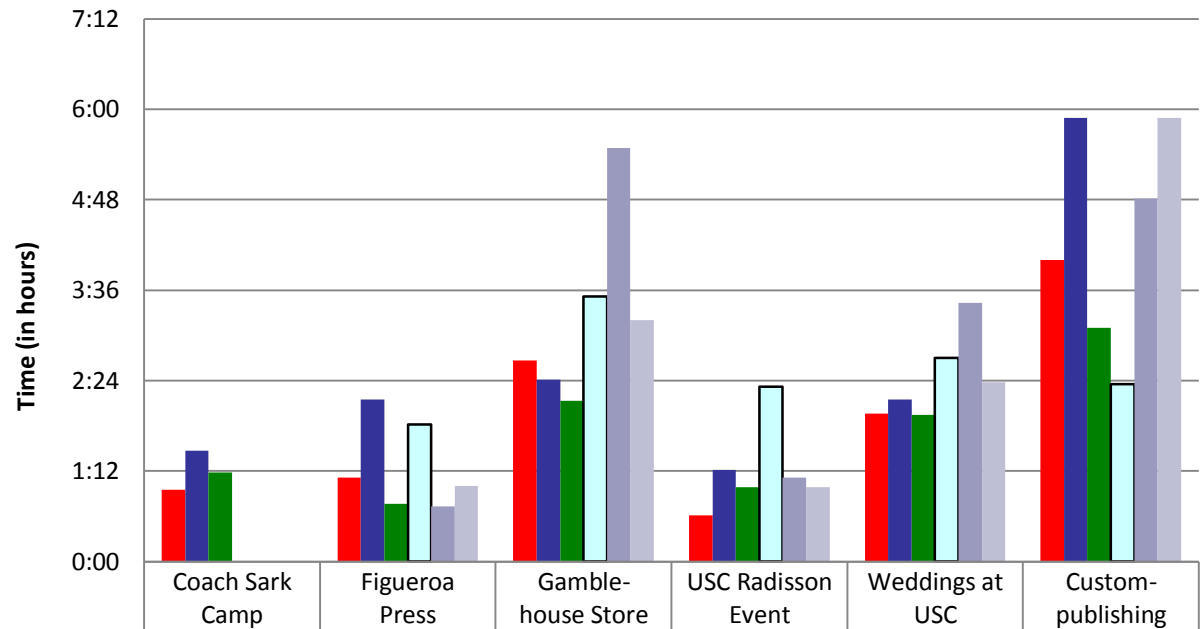
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Website Reports January 2016

Average Time Spent on Website - Other Sites



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Website Reports January 2016

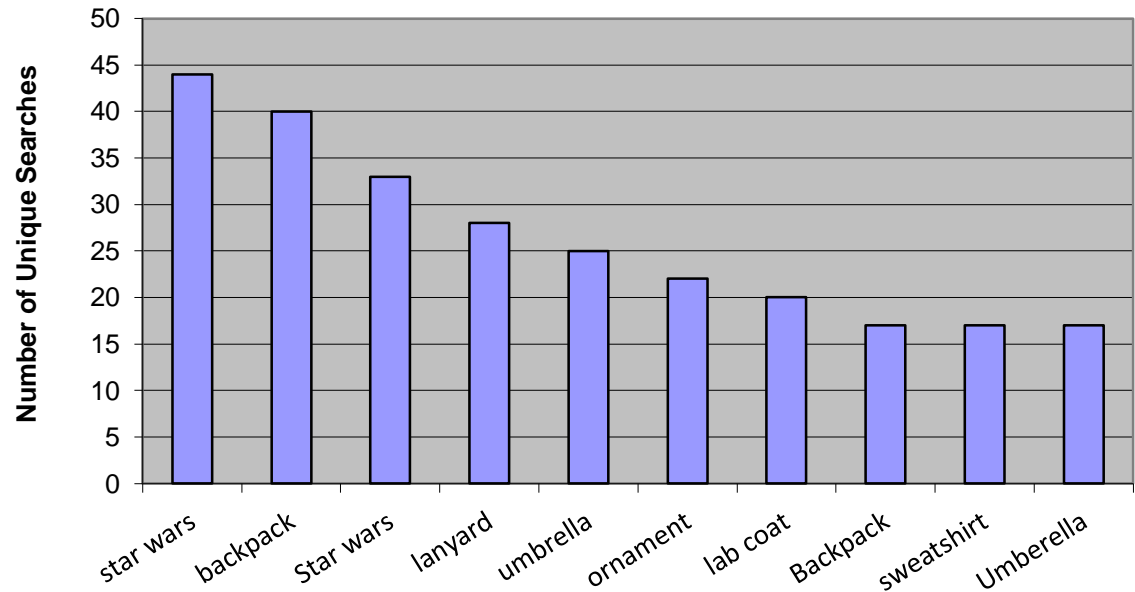
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Bookstore Charts
10 Most Searched Items - January 2016





Website Reports January 2016

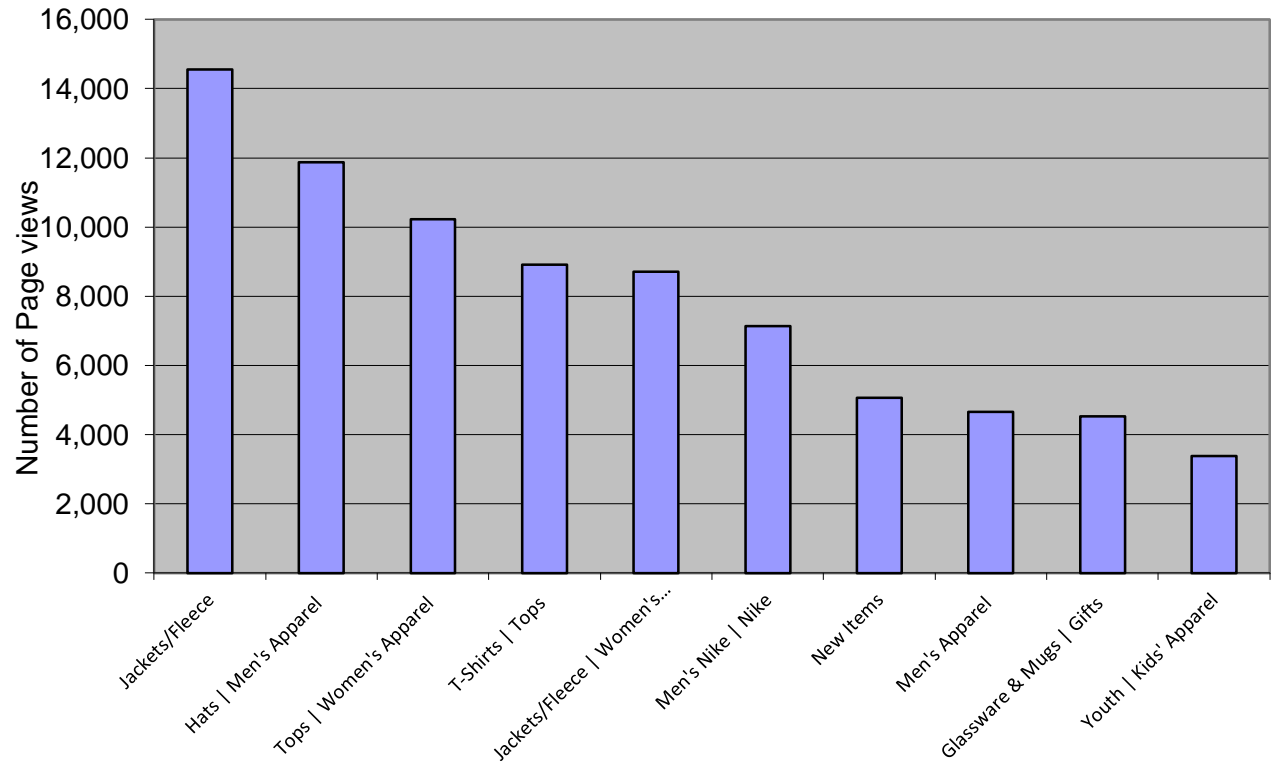
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Bookstore Charts
10 Most Viewed Pages - January 2016





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Website Reports January 2016

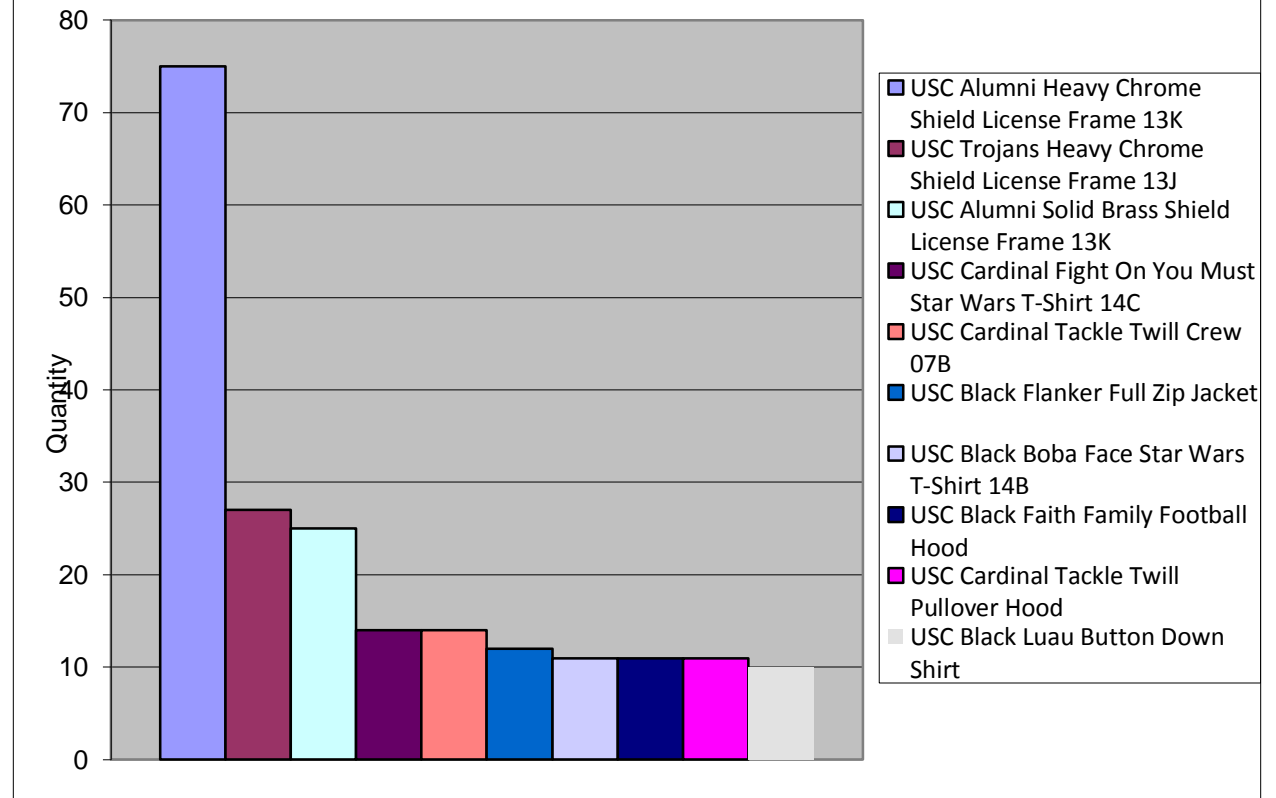
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Bookstore Charts
10 Most Purchased Products January 2016





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Website Reports

January 2016

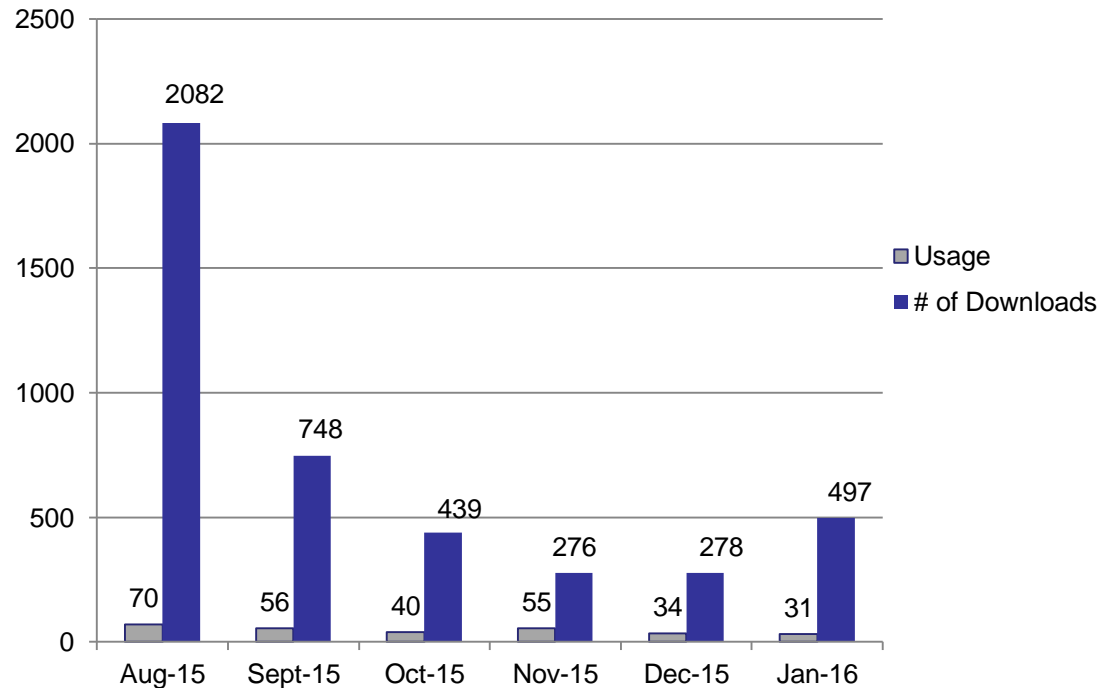
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TSP Mobile App Stats





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Email Campaign Reports

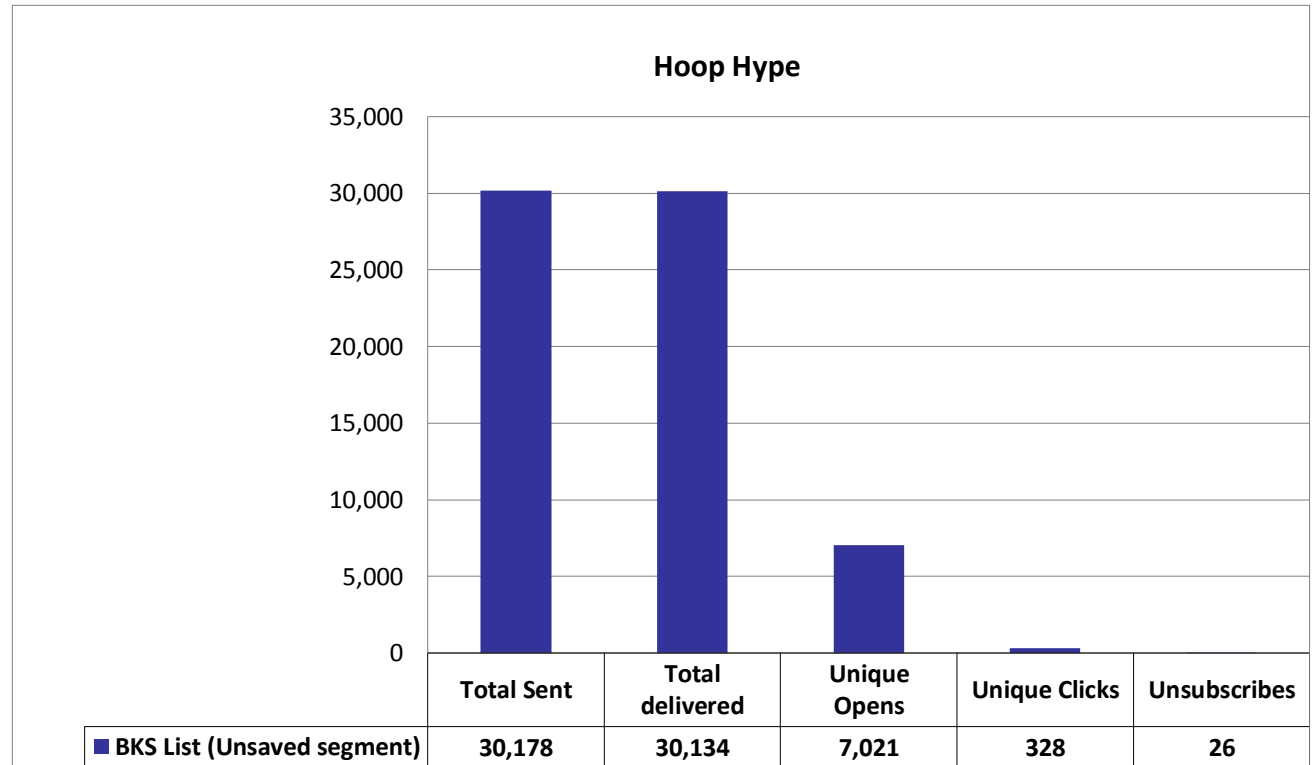
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Email Campaign Reports

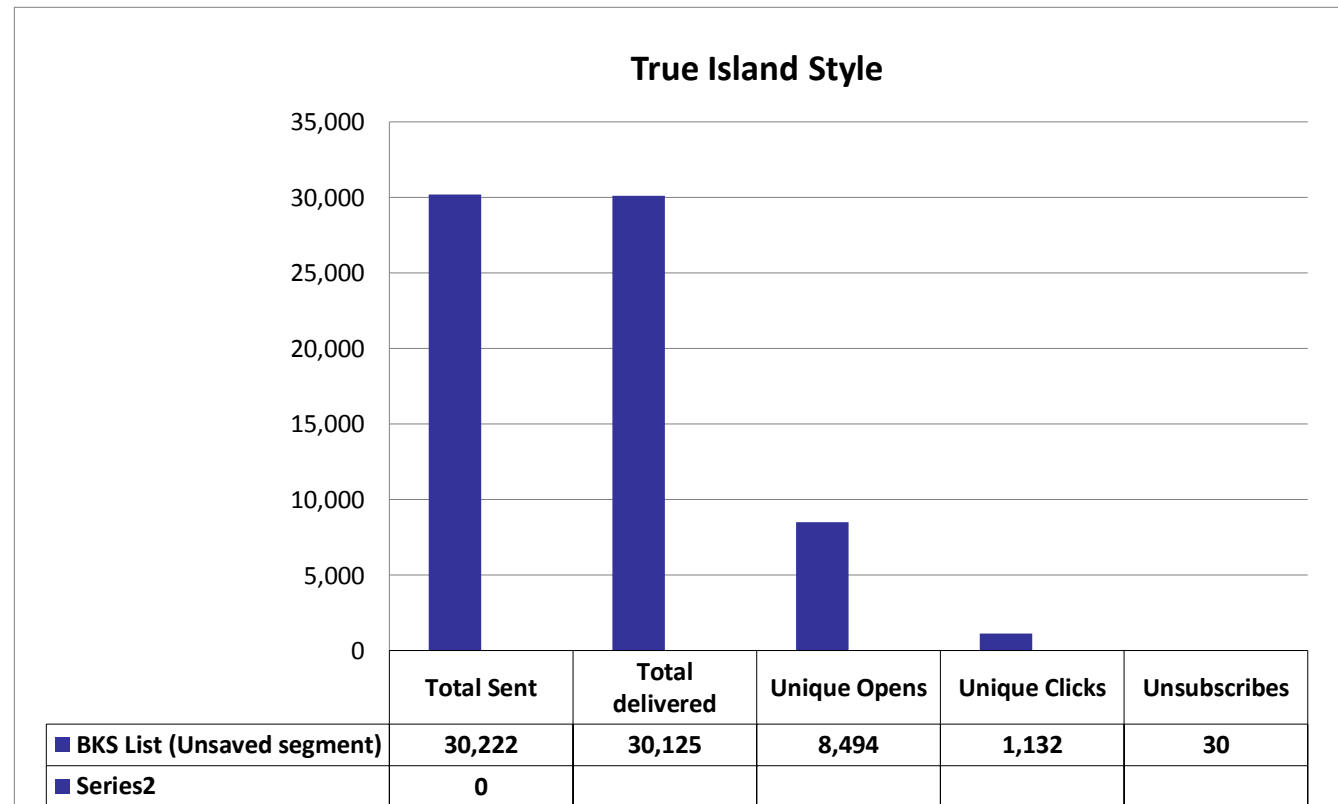
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January 2016

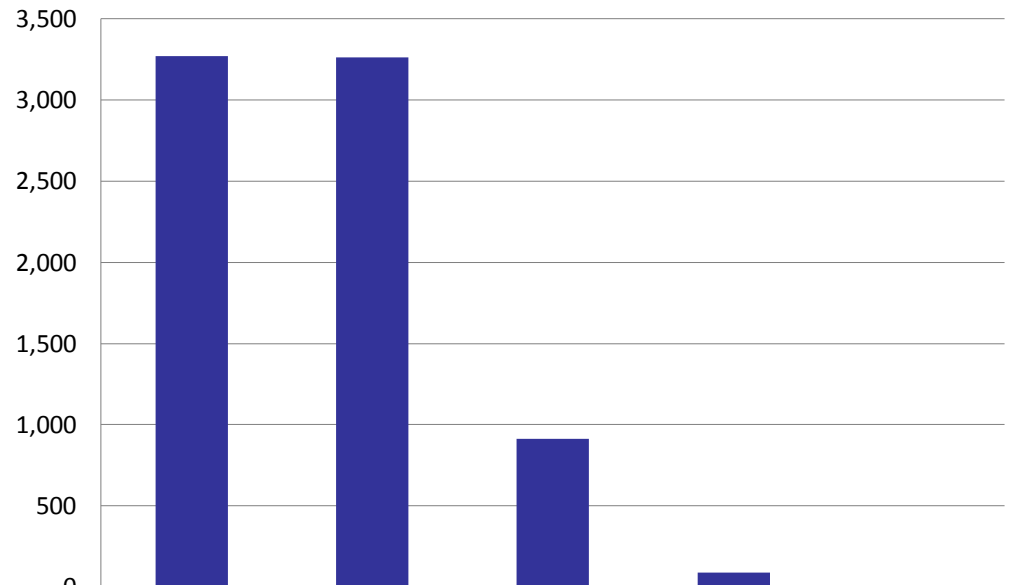
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USC Nike Headgear



■ BKS List (Unsaved segment)	3,271	3,264	913	89	9
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Email Campaign Reports

January 2016

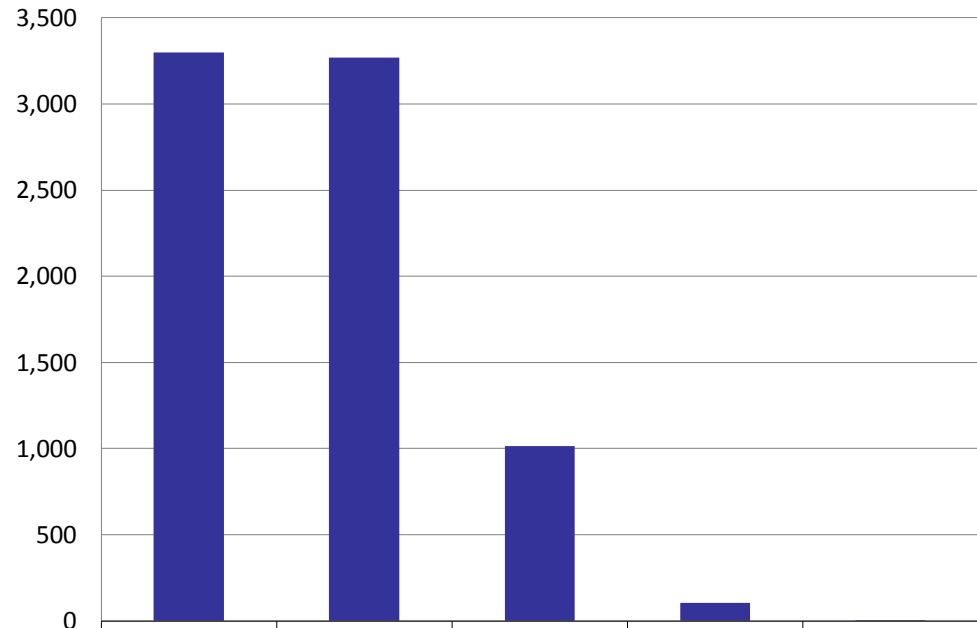
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Faith Family Football



	Total Sent	Total delivered	Unique Opens	Unique Clicks	Unsubscribes
■ BKS List (Unsaved segment)	3,298	3,267	1,013	105	2



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Email Campaign Reports

January 2016

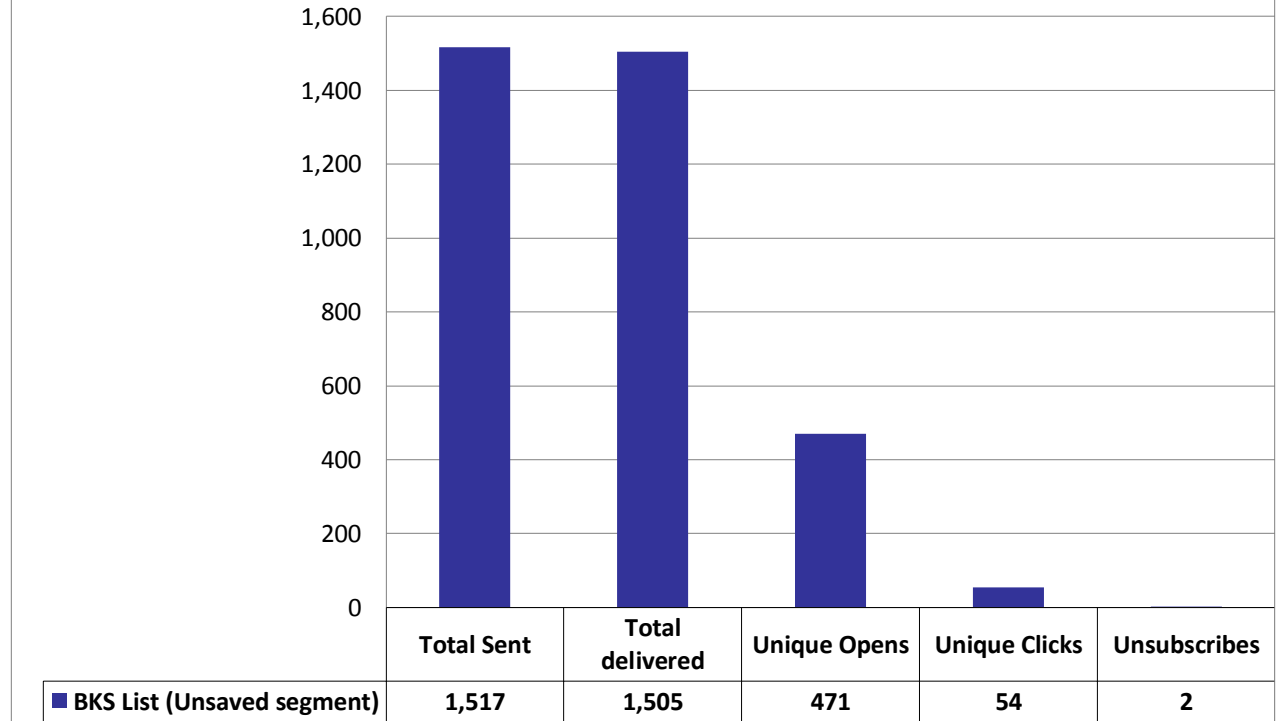
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The Sales Awaken (CampUSConnect)





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January 2016

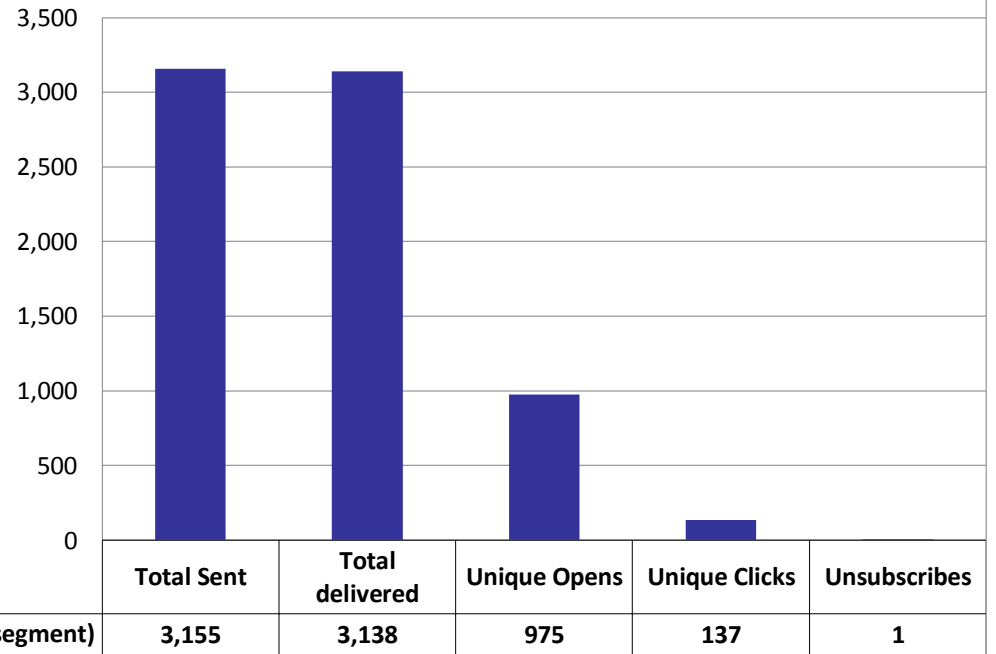
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USC New Classics





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Email Campaign Reports

January 2016

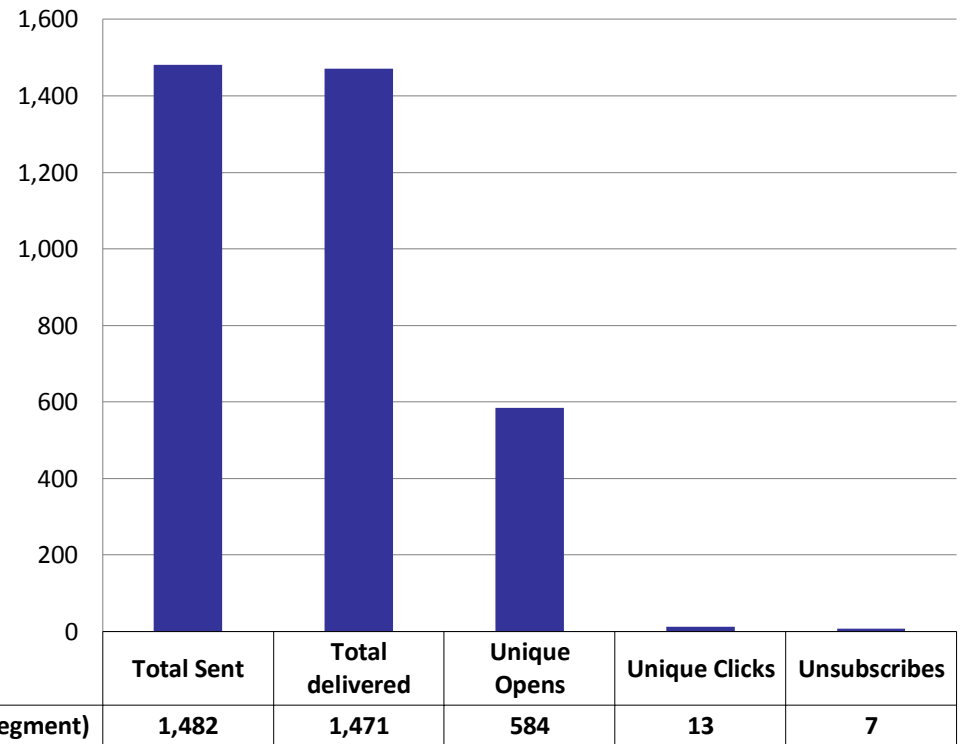
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USC Hospitality - Food Mail January 2016





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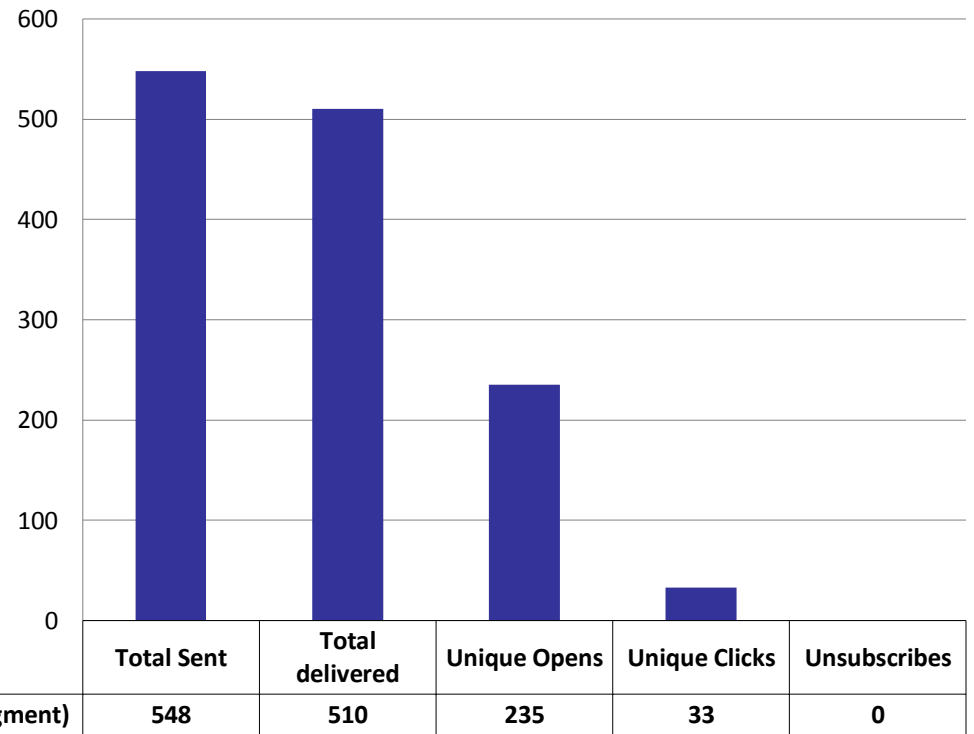
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The Chefs Have RSVP'd....Have You???





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Email Campaign Reports

January 2016

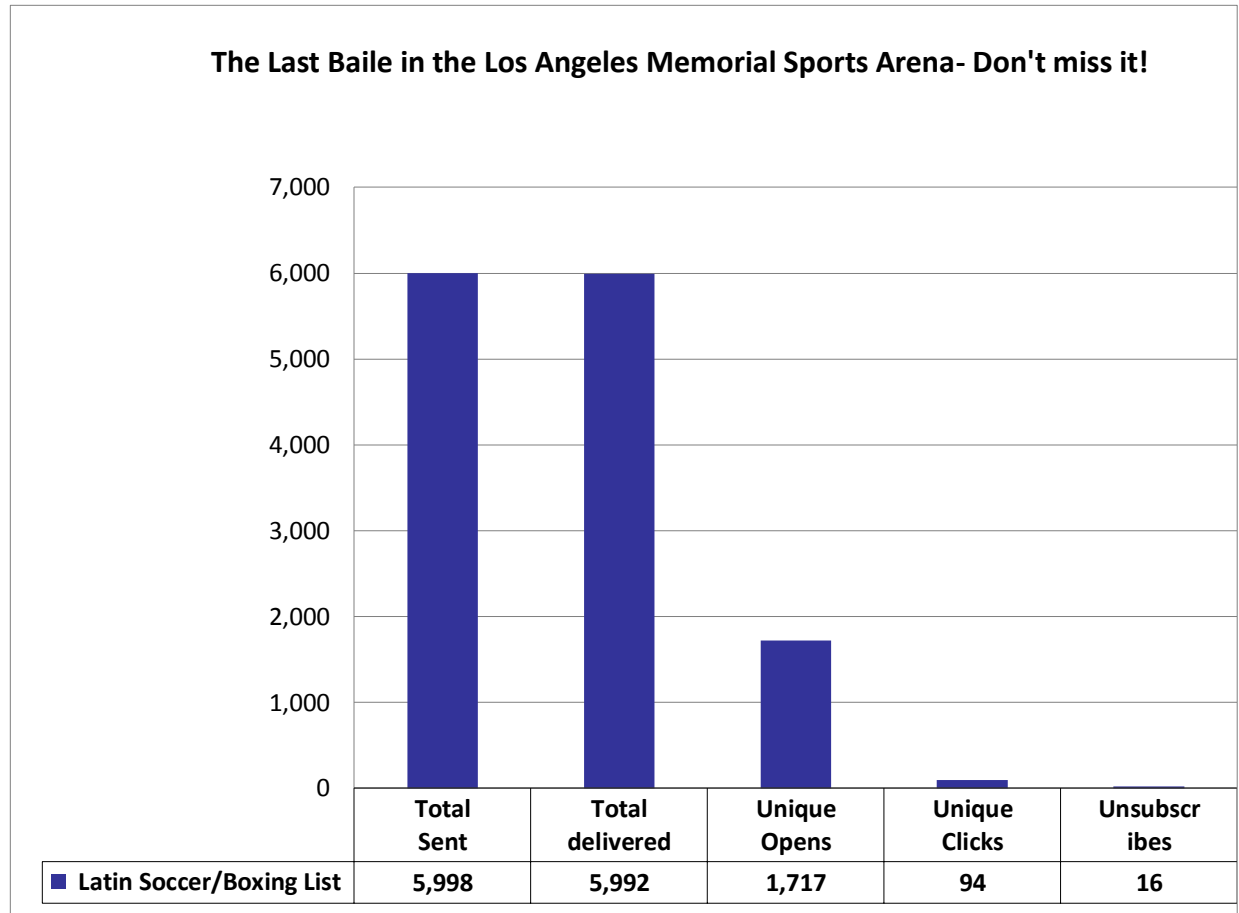
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The Last Baile in the Los Angeles Memorial Sports Arena- Don't miss it!





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Email Campaign Reports

January 2016

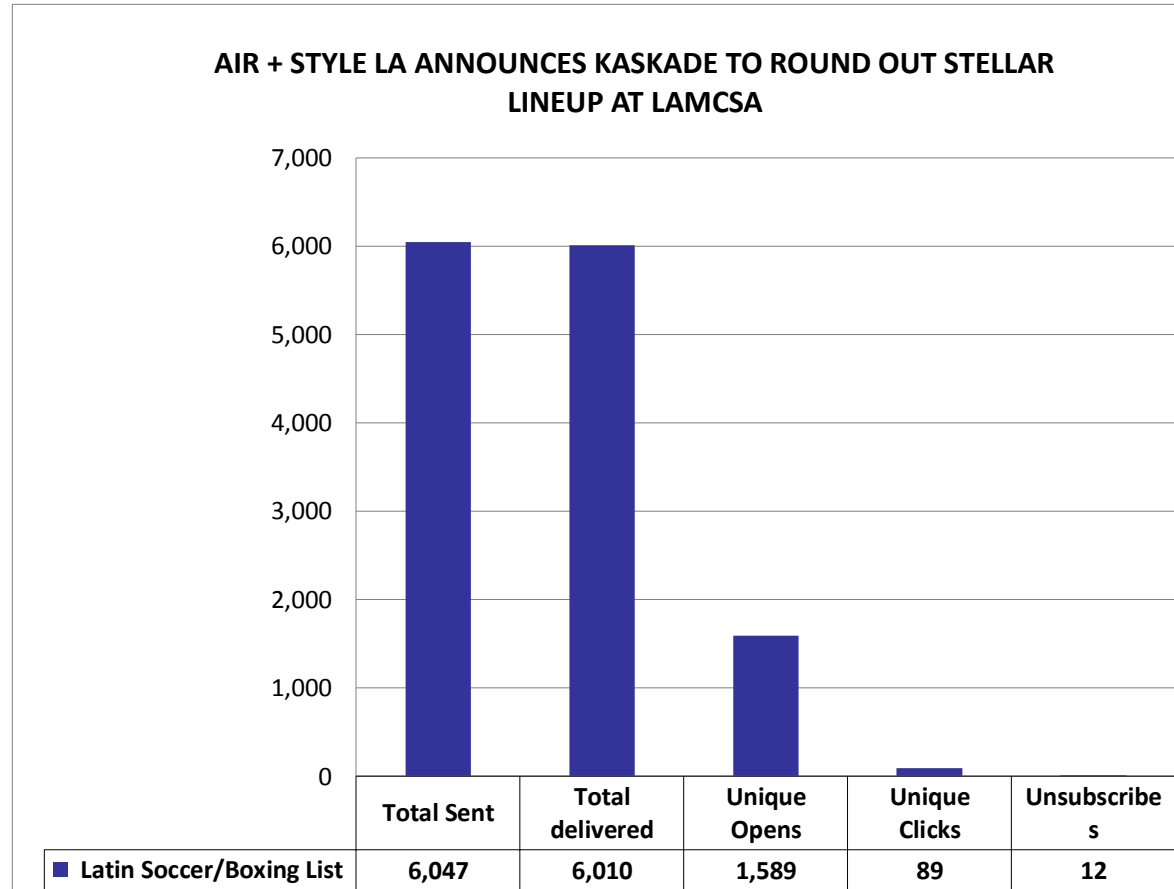
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**AIR + STYLE LA ANNOUNCES KASKADE TO ROUND OUT STELLAR
LINEUP AT LAMCSA**





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Email Campaign Reports

January 2016

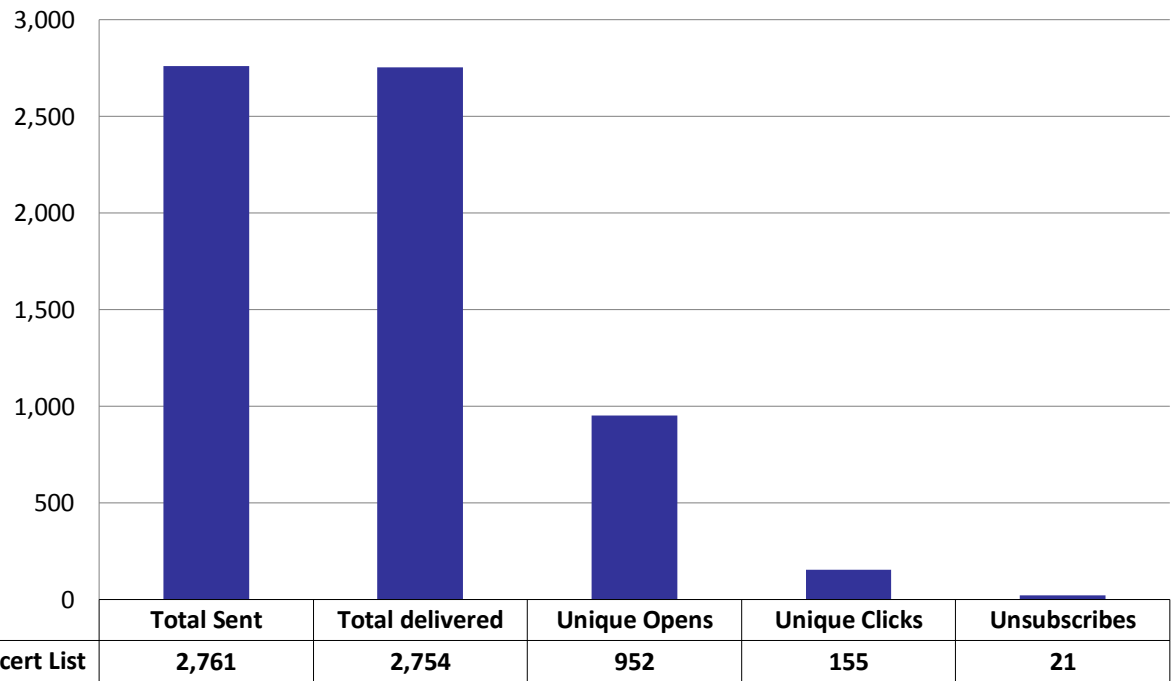
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Customer Satisfaction Report

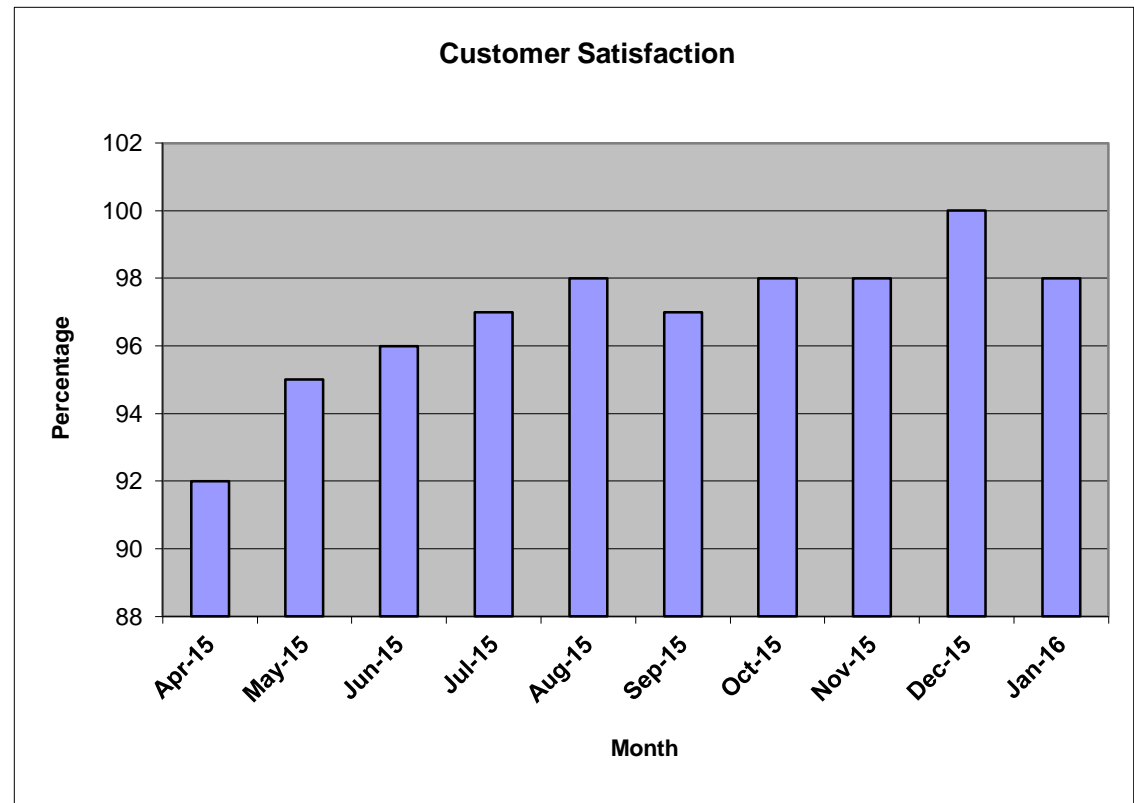
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Thank You !!