



AS IT MONTHLY REPORTS

For February 2020

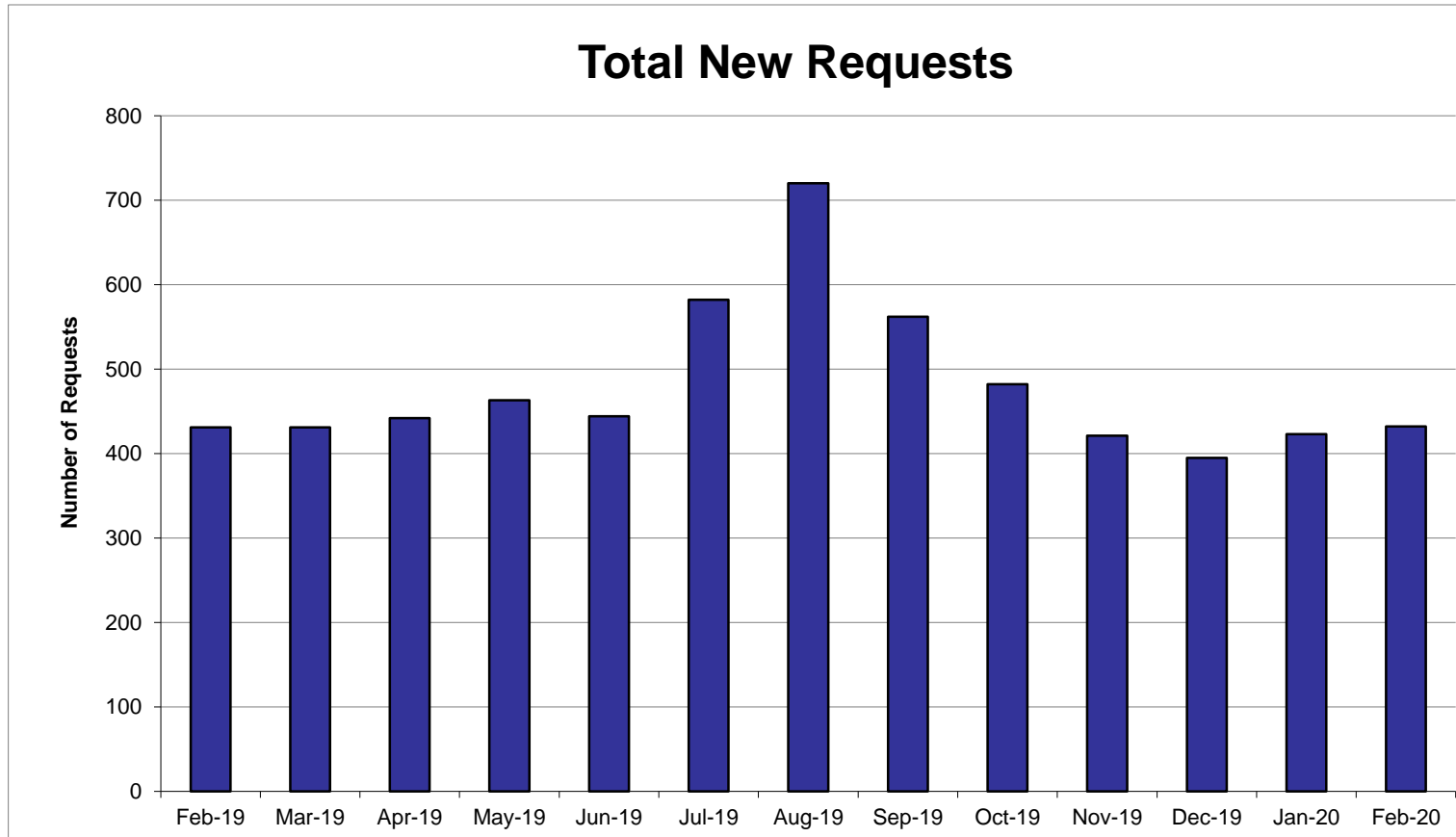


Agenda

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

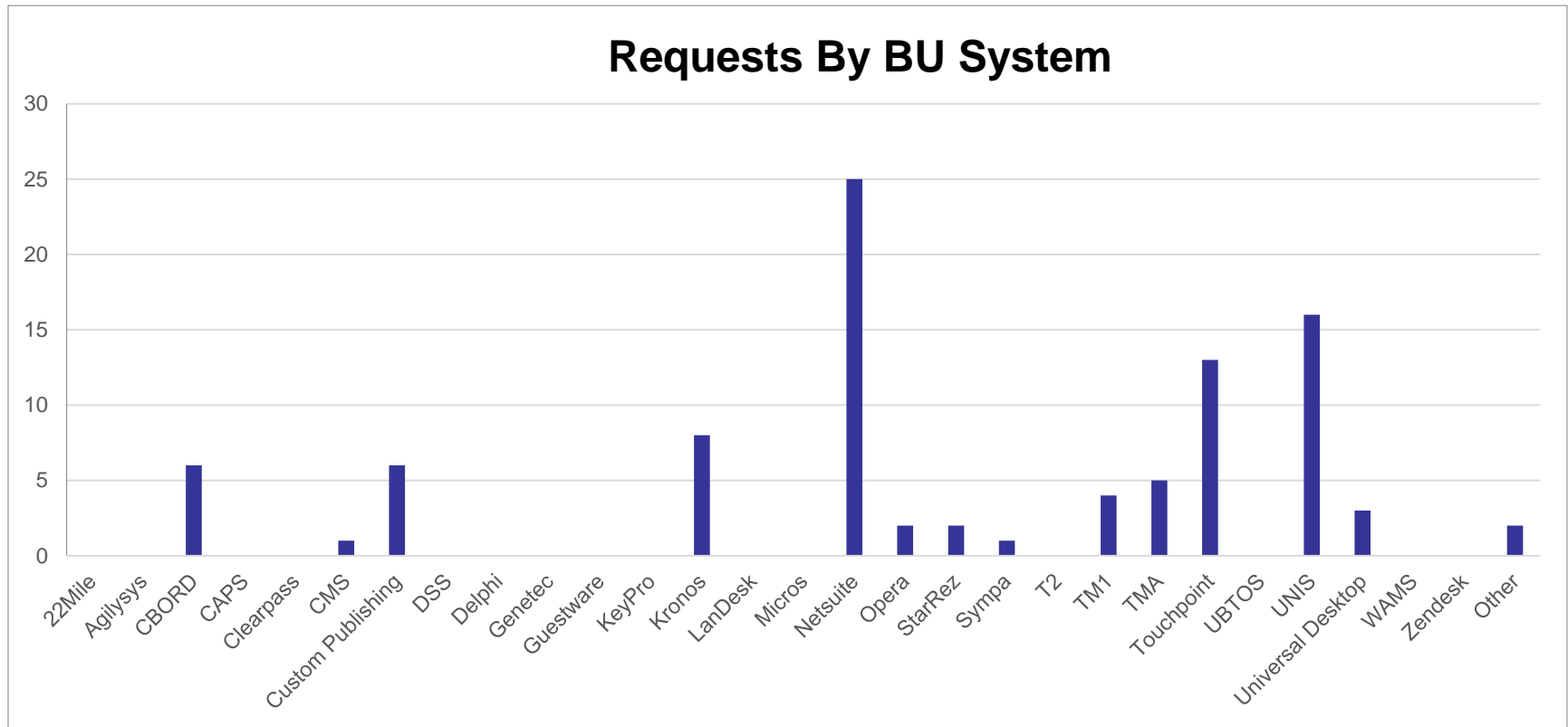


Service Desk Reports February 2020



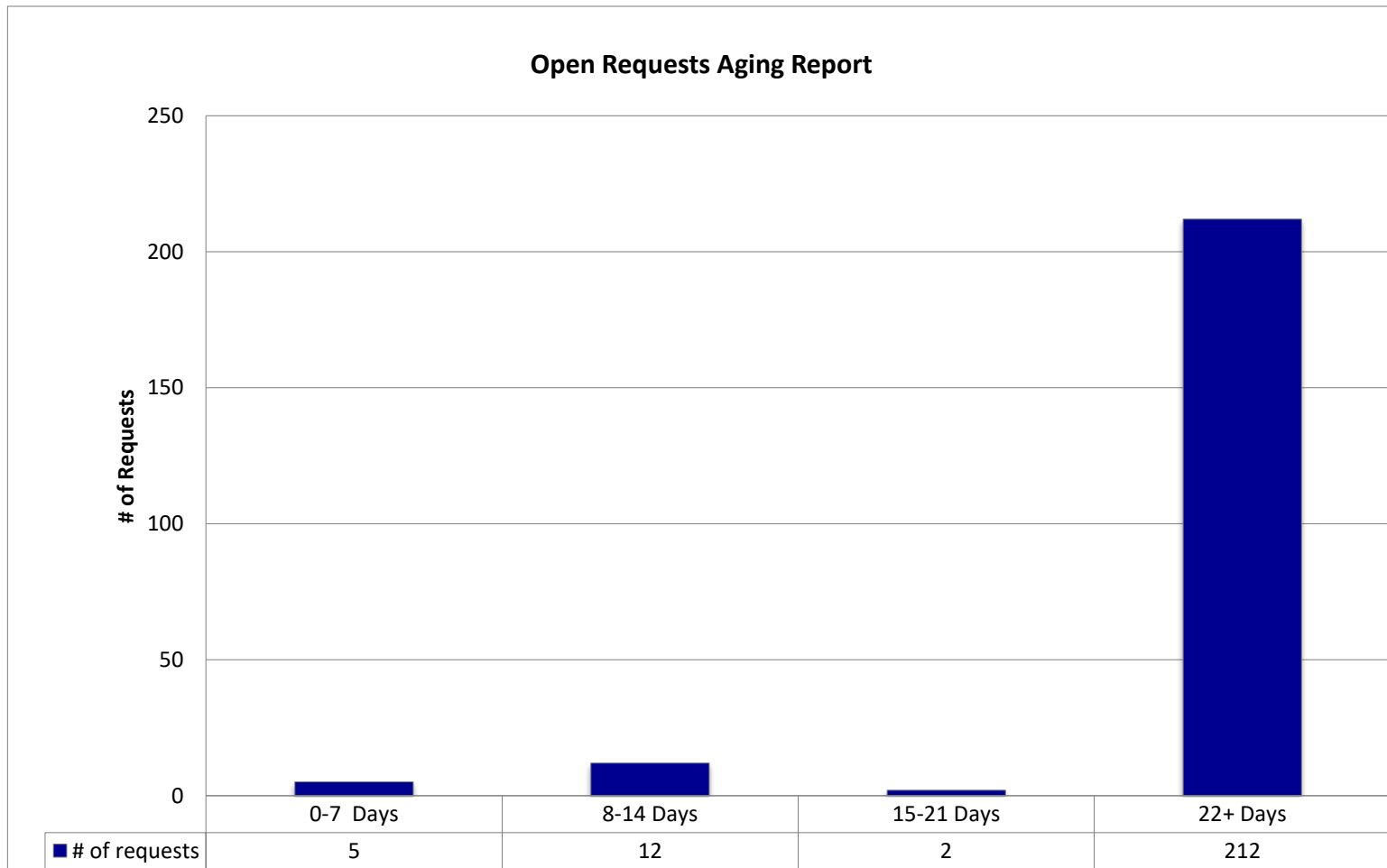


Service Desk Reports February 2020



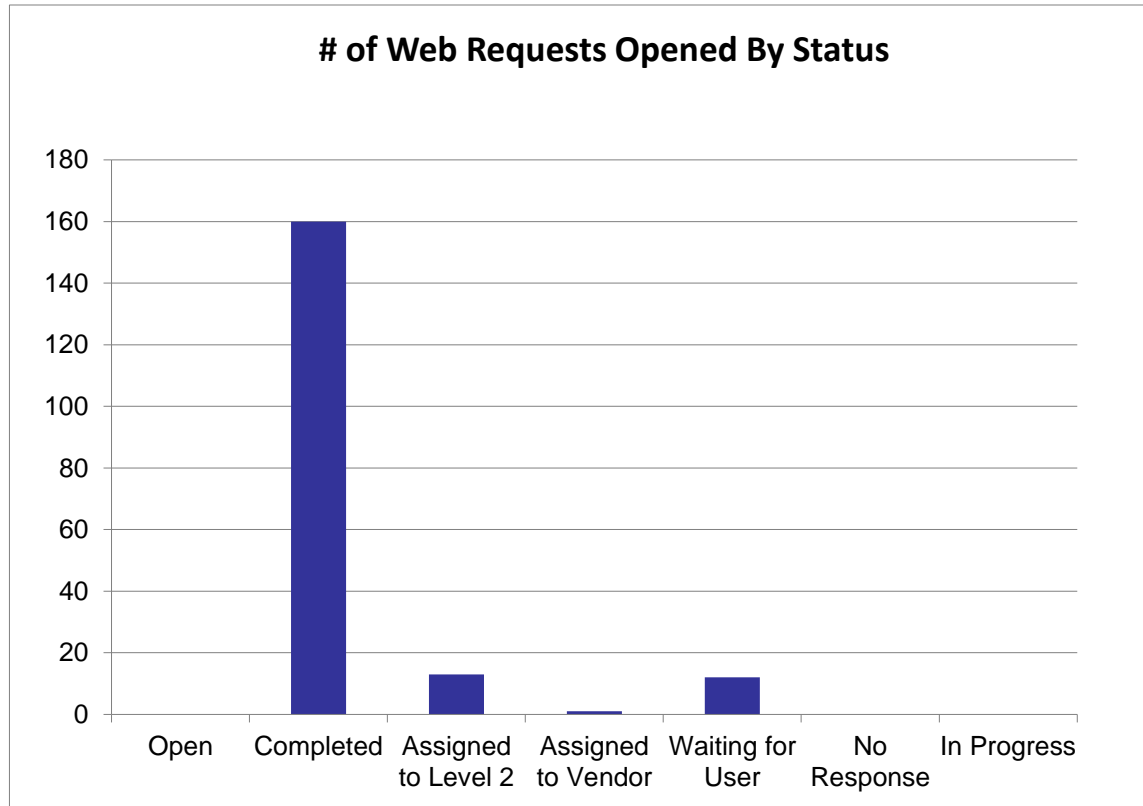


Service Desk Reports February 2020



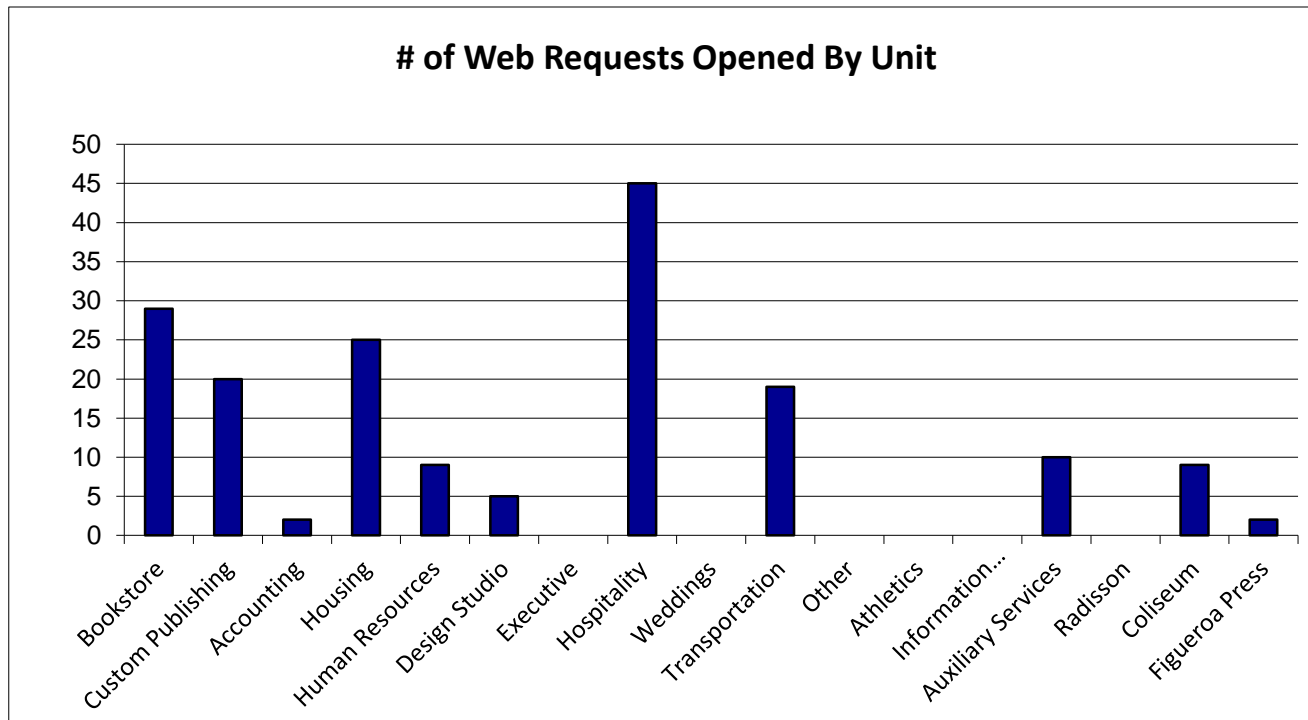


Service Desk Reports February 2020



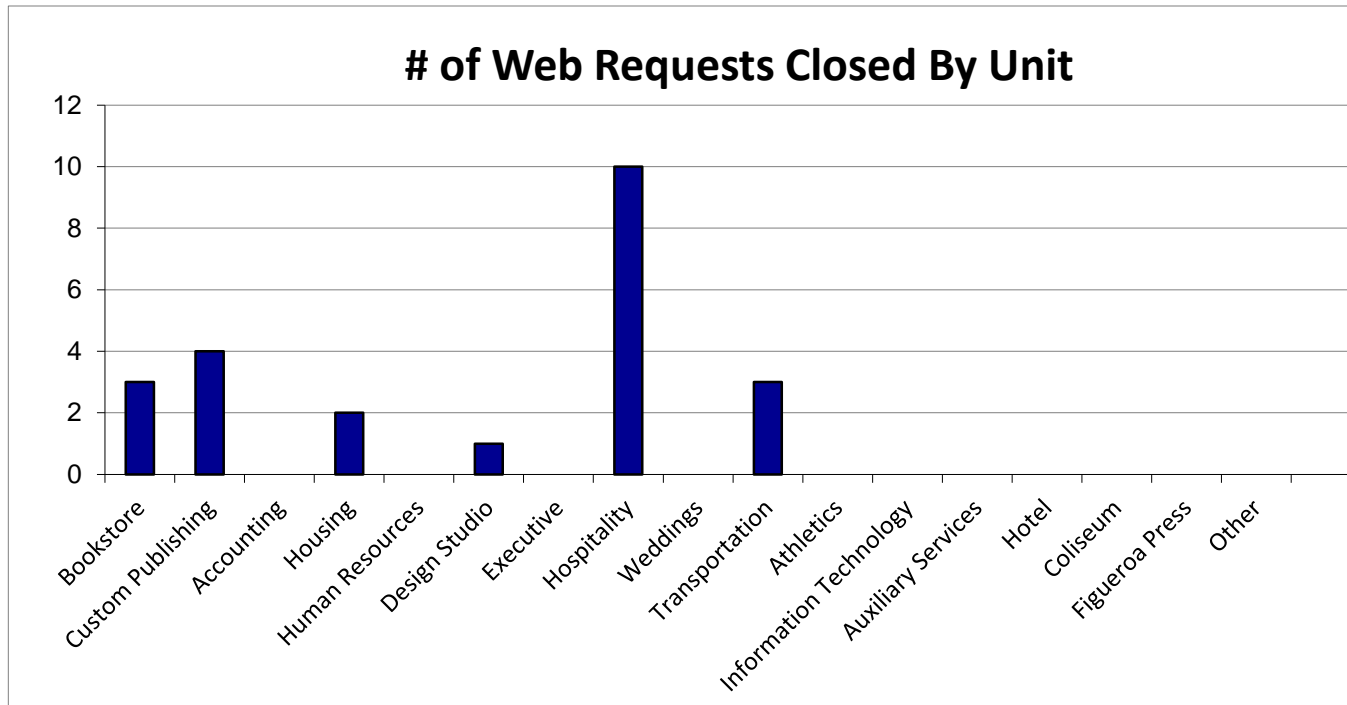


Service Desk Reports February 2020





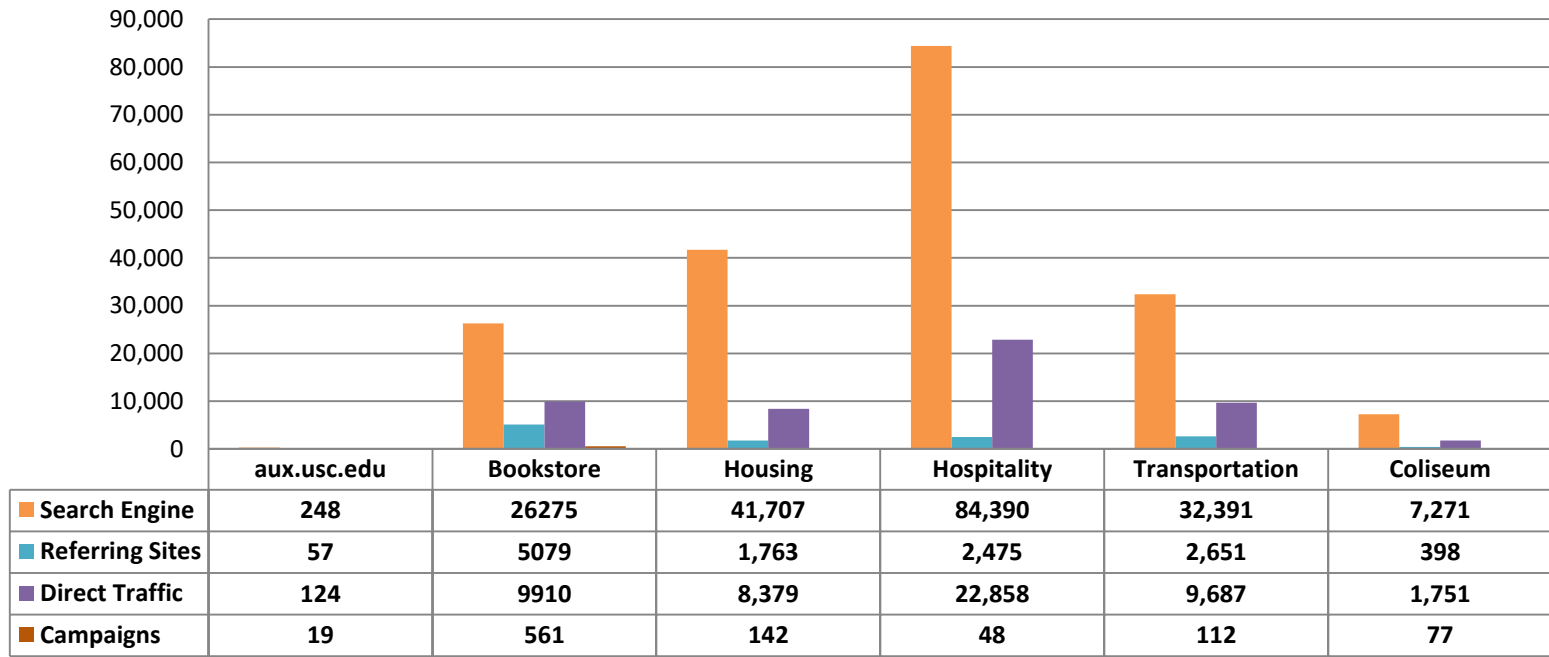
Service Desk Reports February 2020





Website Reports February 2020

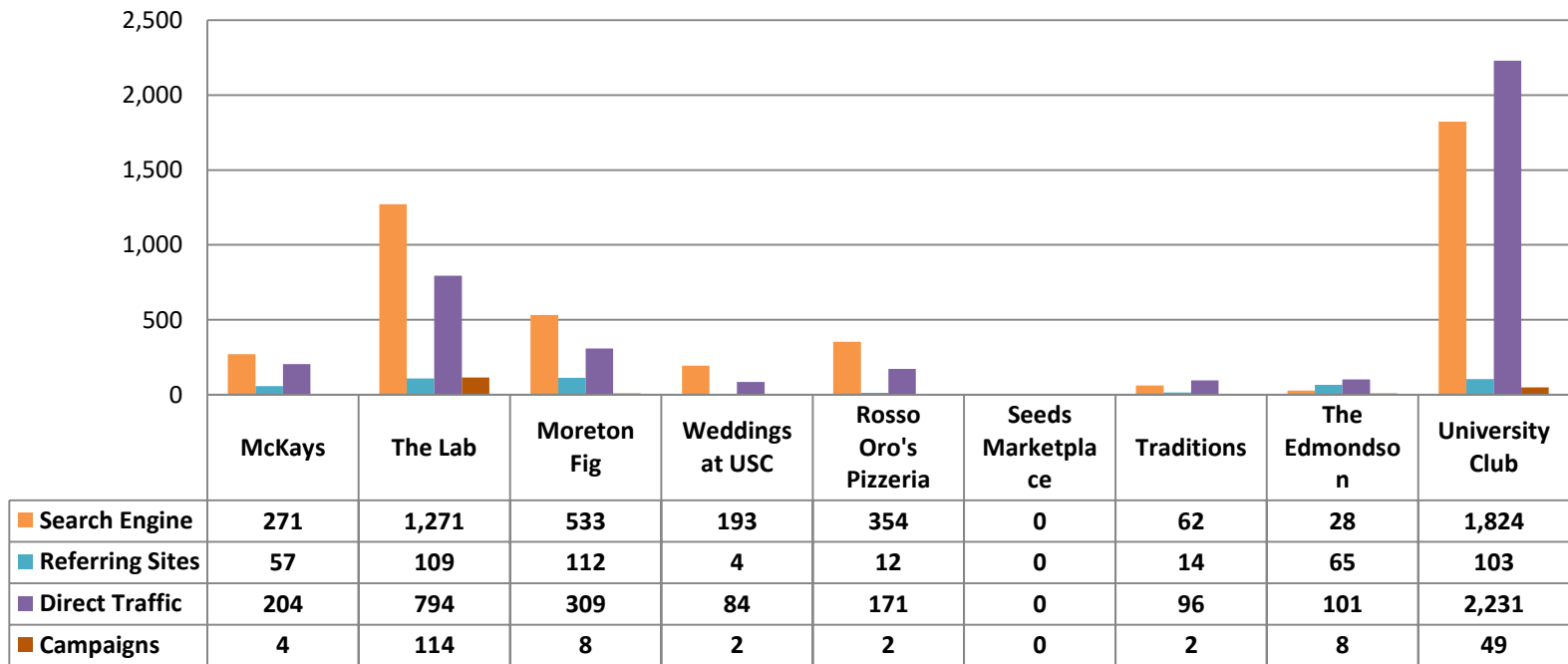
February 2020 Traffic Sources - BU Main Sites





Website Reports February 2020

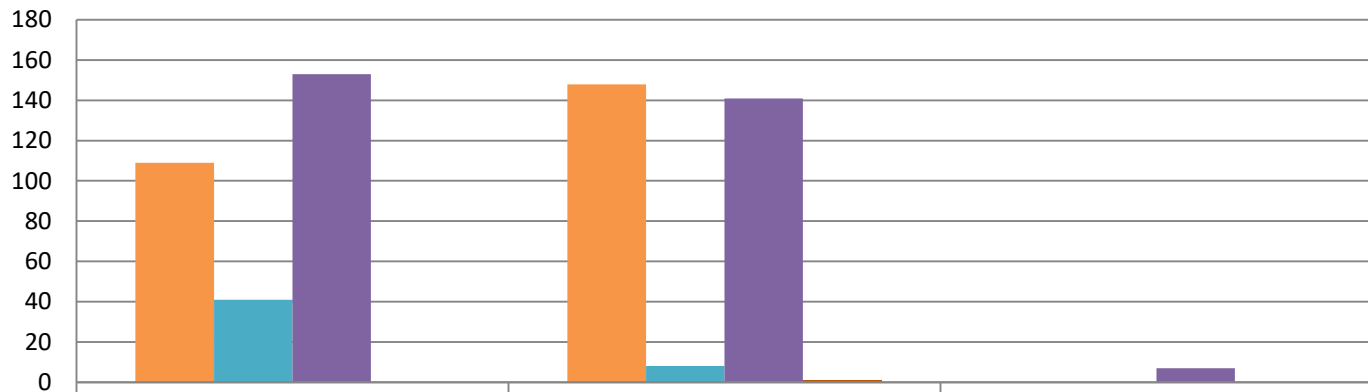
February 2020 Traffic Sources - HSP Micro Sites





Website Reports February 2020

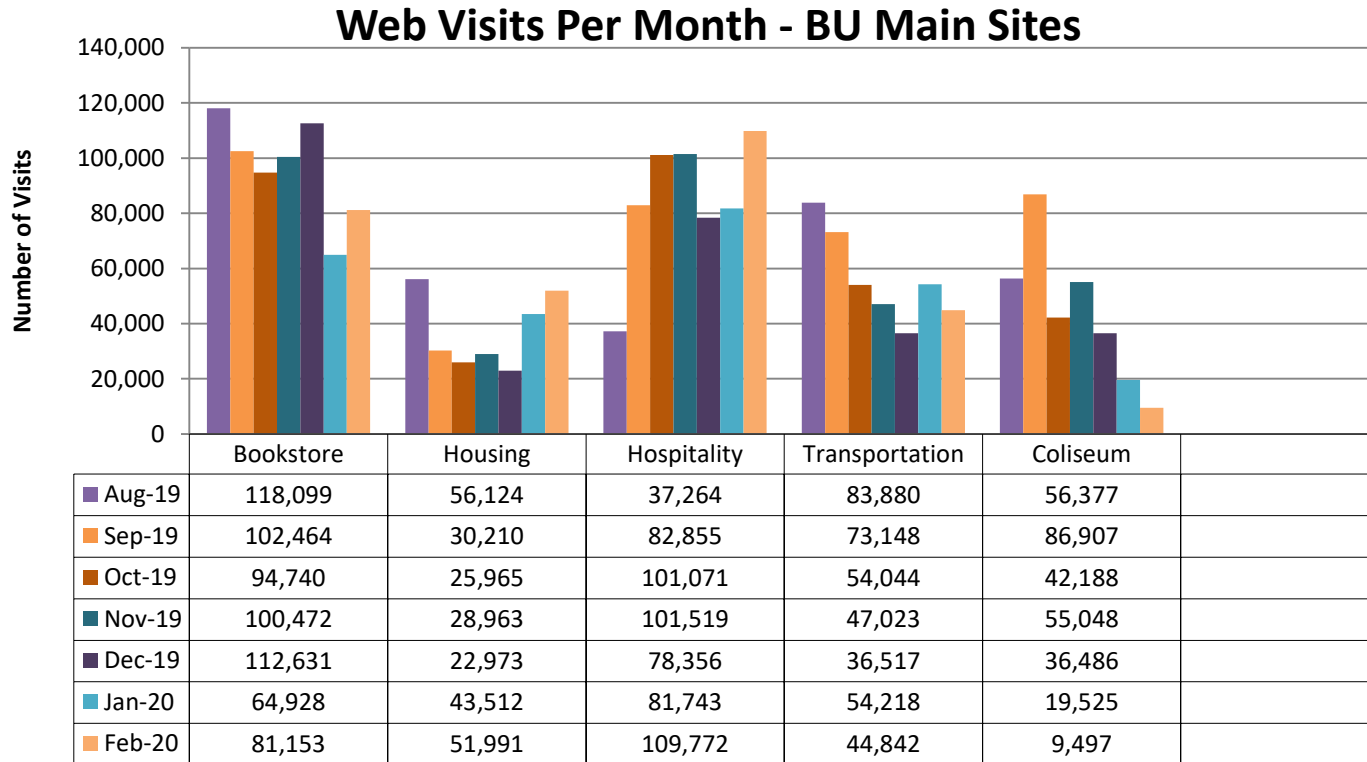
February 2020 Traffic Sources - Other Sites



	Figueroa Press	Weddings at USC	Custom-publishing
Search Engine	109	148	0
Referring Sites	41	8	0
Direct Traffic	153	141	7
Campaigns	0	1	0

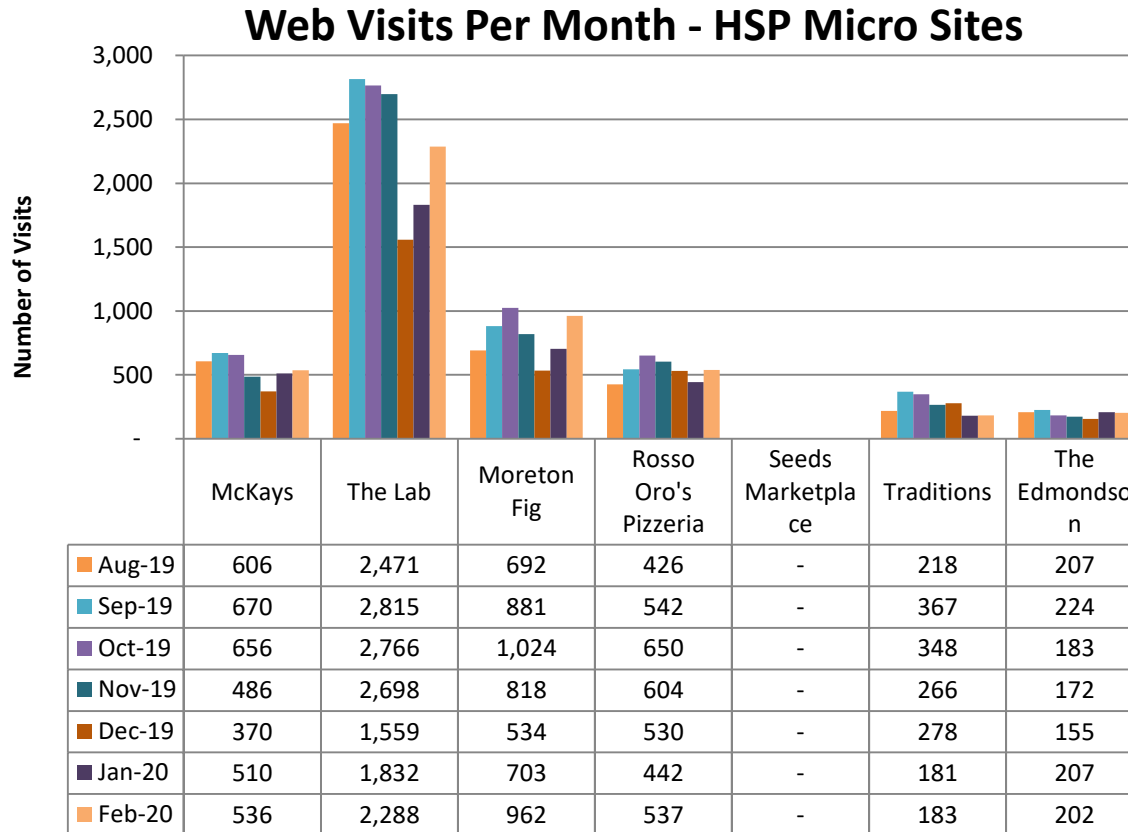


Website Reports February 2020





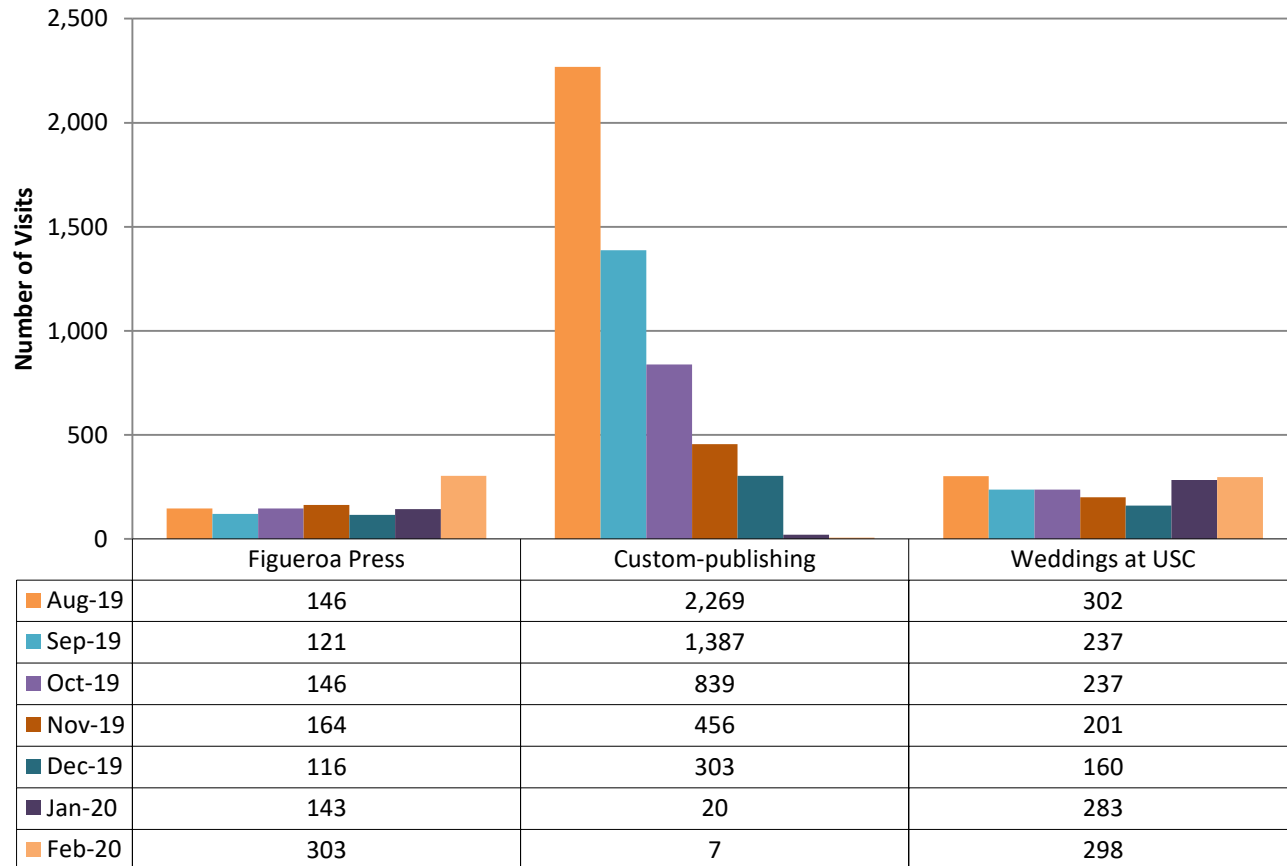
Website Reports February 2020





Website Reports February 2020

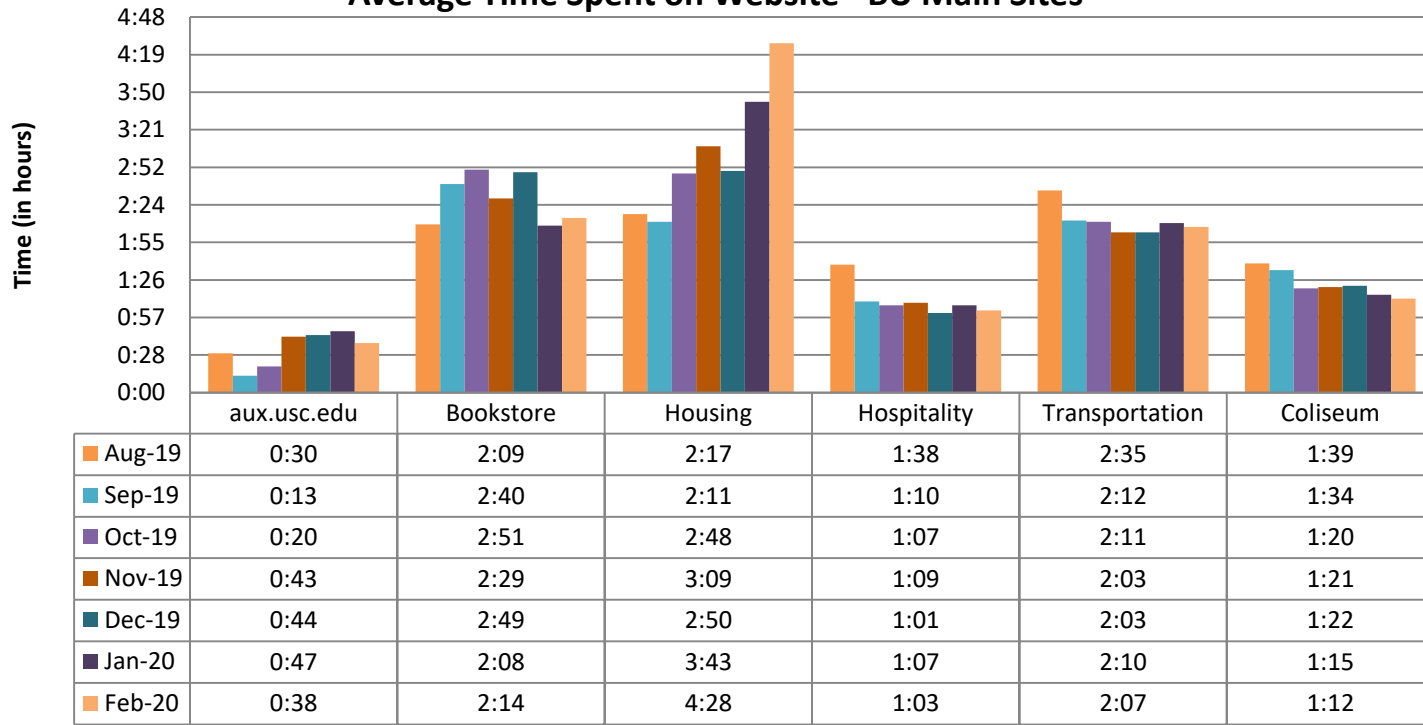
Web Visits Per Month - Other Sites





Website Reports February 2020

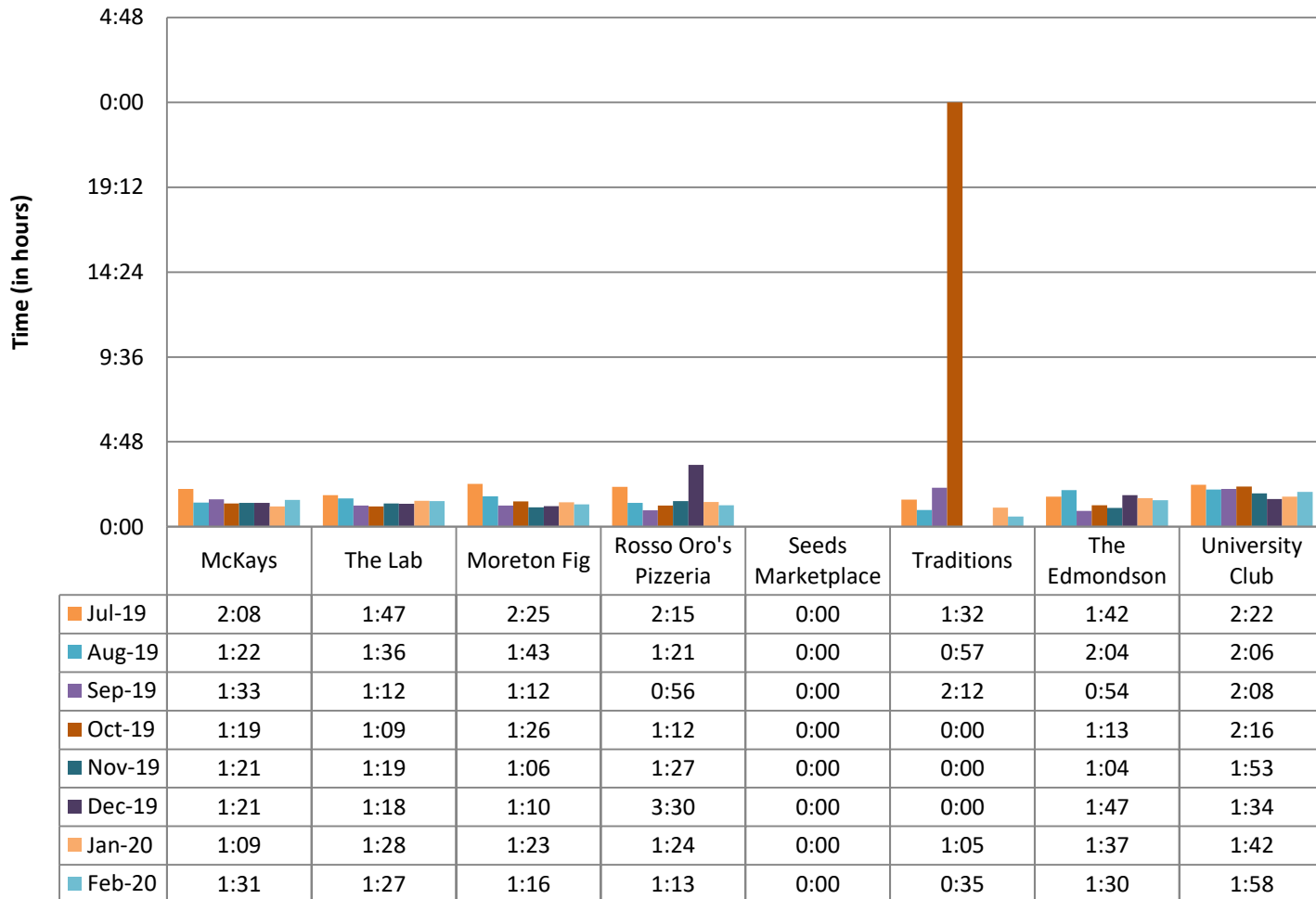
Average Time Spent on Website - BU Main Sites





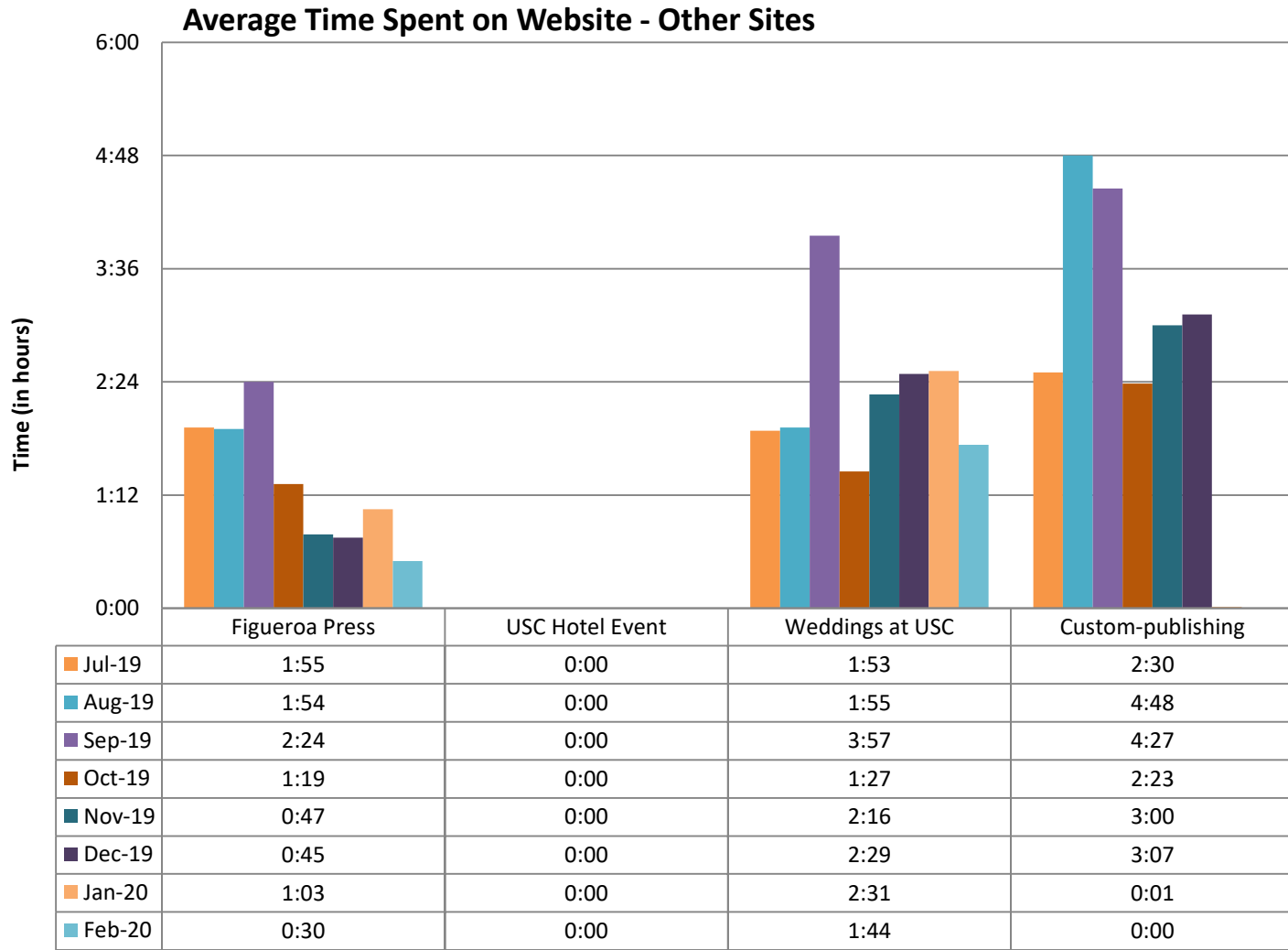
Website Reports February 2020

Average Time Spent on Website - HSP Micro Sites



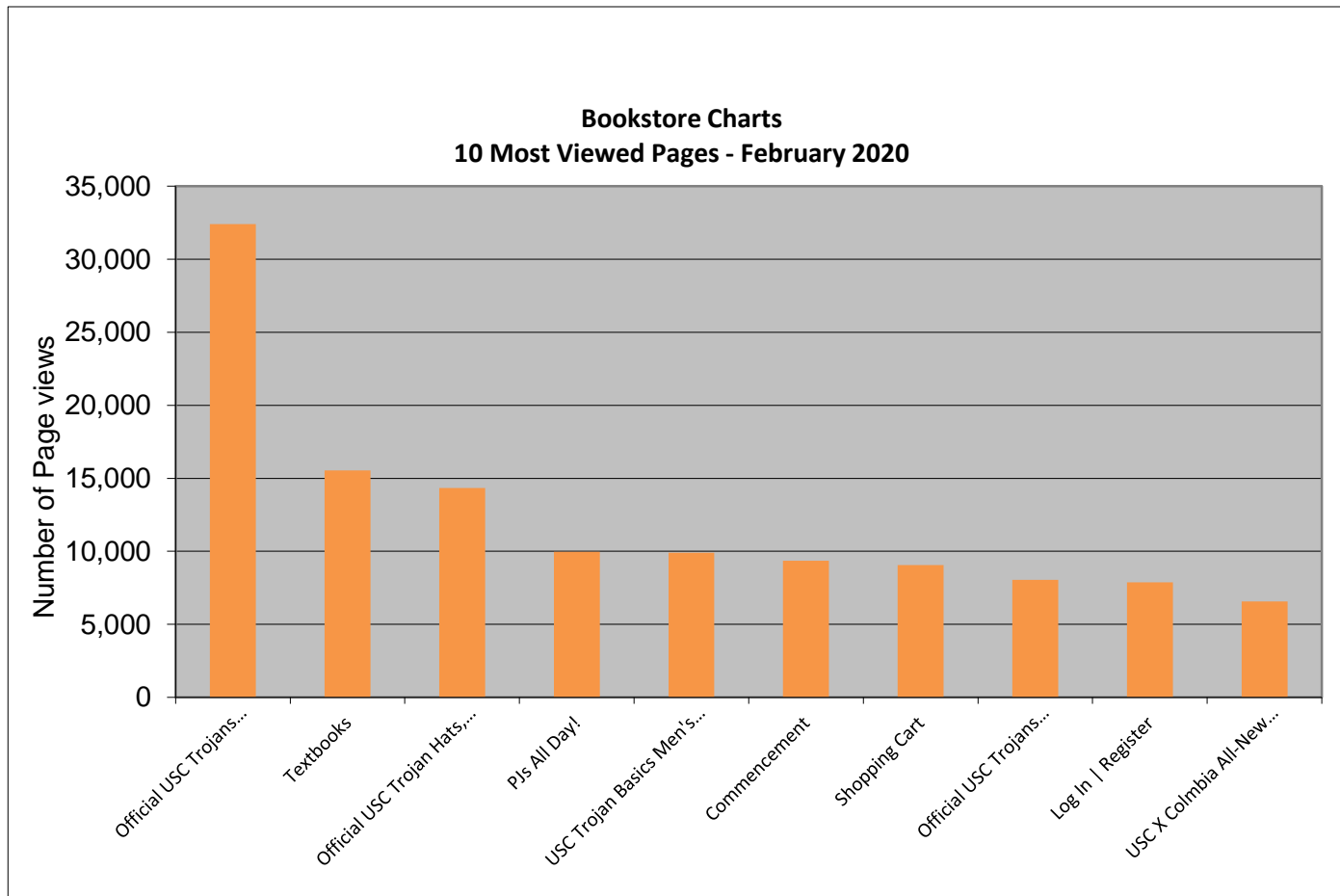


Website Reports February 2020





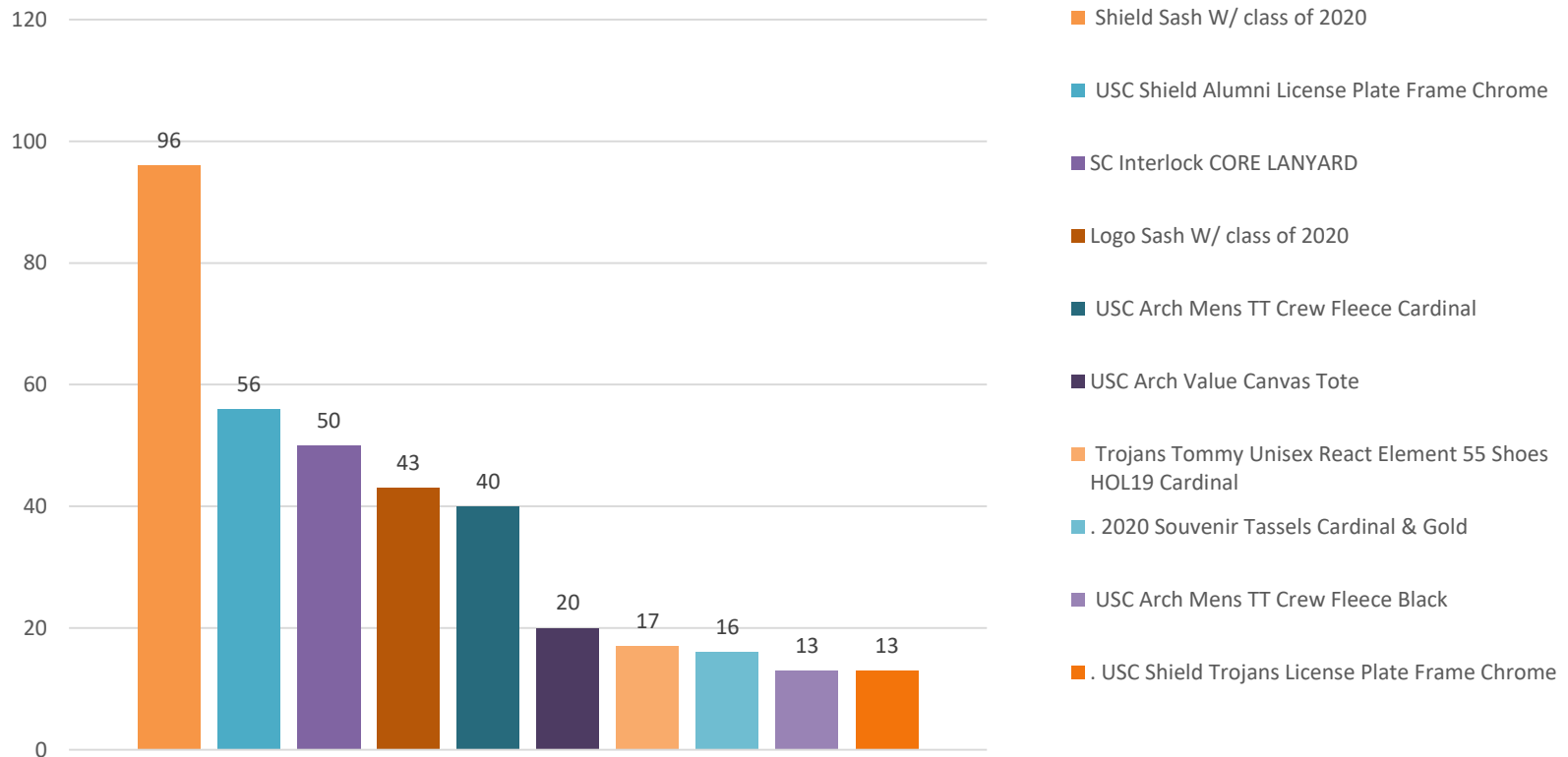
Website Reports February 2020





Website Reports February 2020

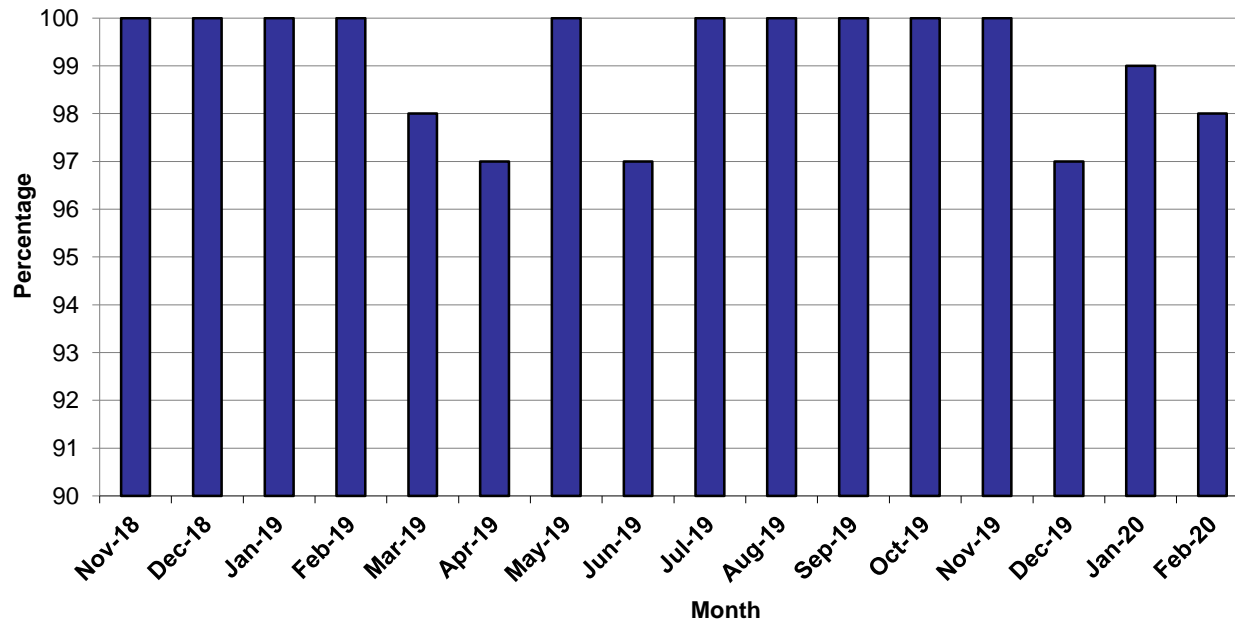
Bookstore Charts
10 Most Purchased Products- February 2020





Customer Satisfaction Report February 2020

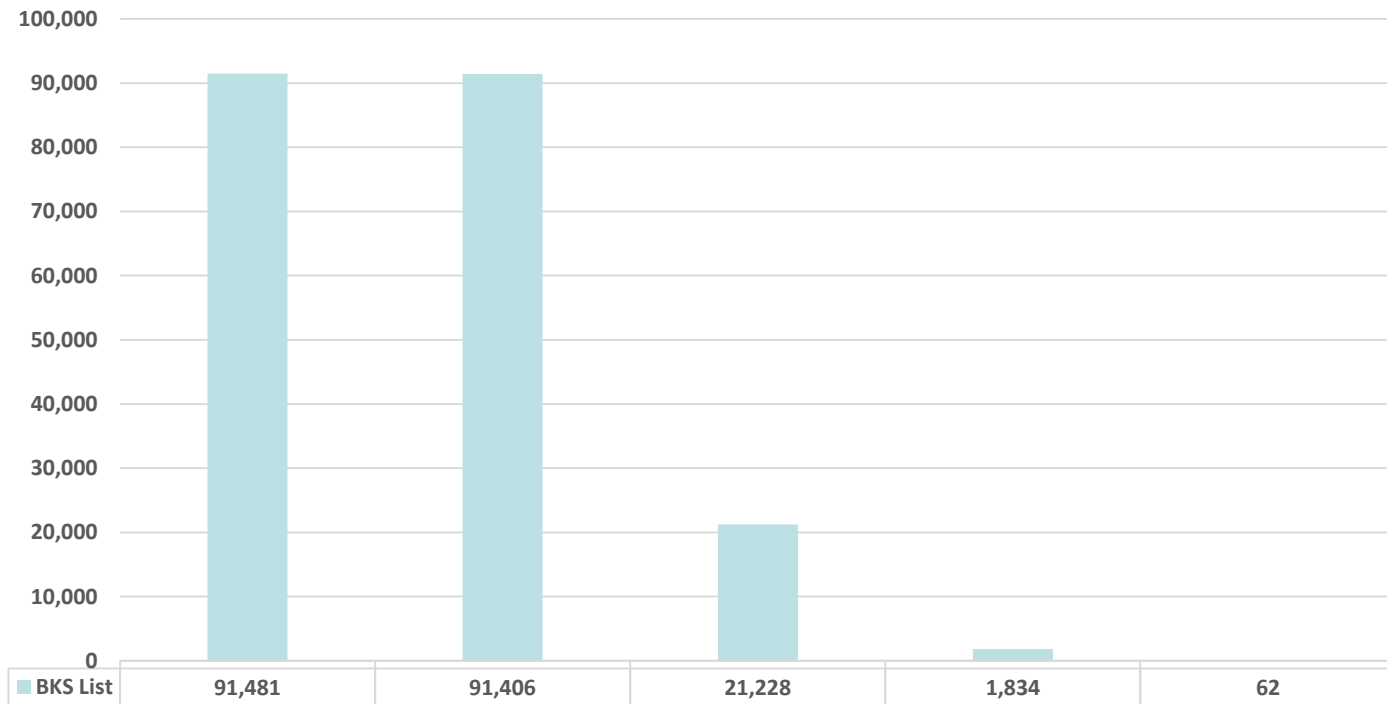
Customer Satisfaction





Email Campaign Reports September 2019

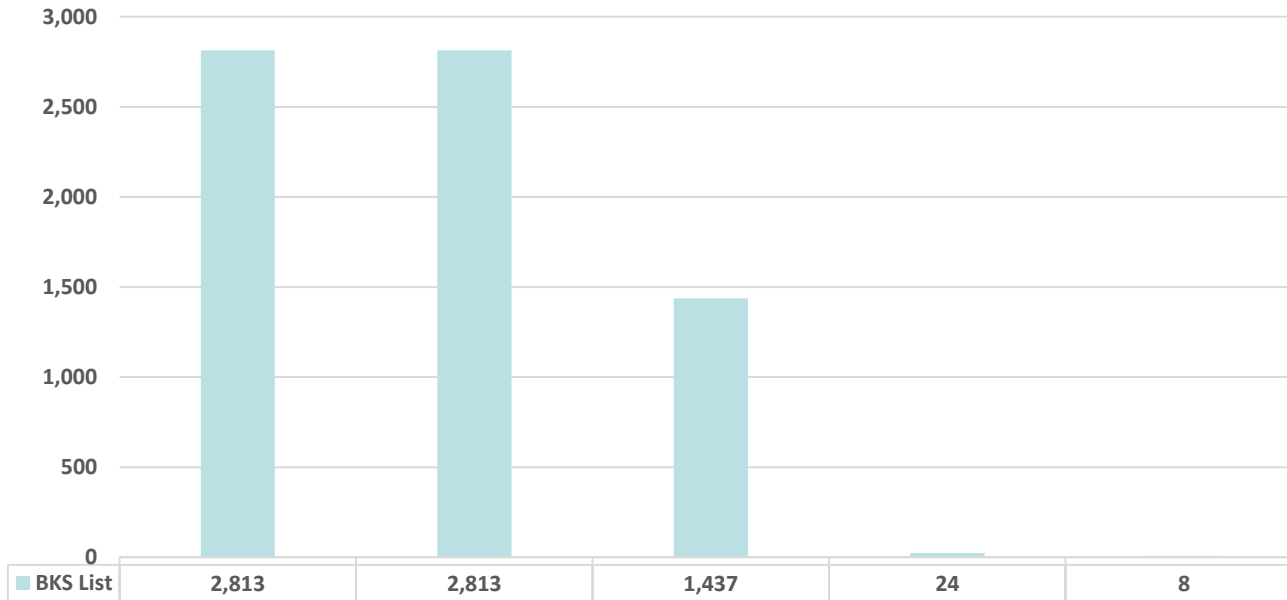
Fall Into Savings - Up to 50% Off - Mon, Sep 02, 2019 2:00 pm





Email Campaign Reports September 2019

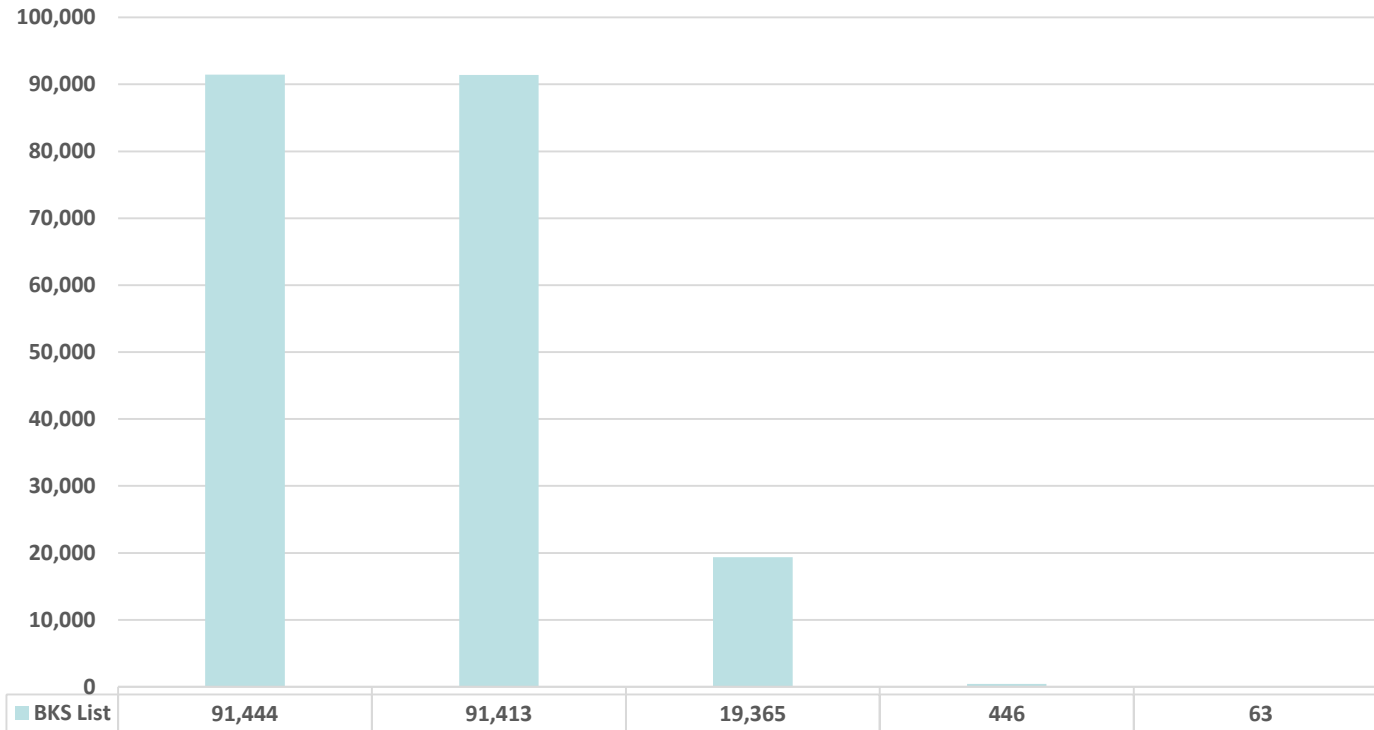
Save on a Mac or iPad for college. Get Beats. - Mon, Sep 02, 2019 3:00 pm





Email Campaign Reports September 2019

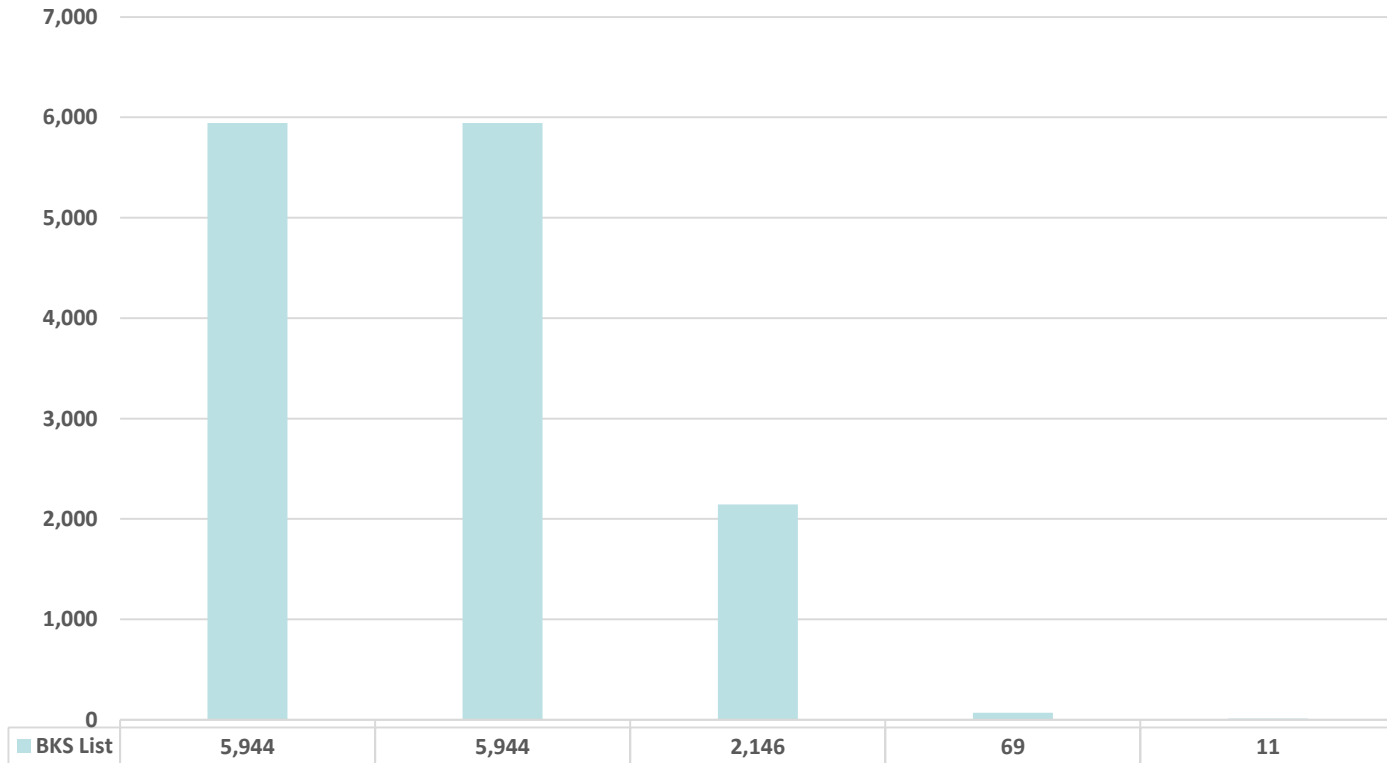
Save on a Mac or iPad for college. Get Beats. - Mon, Sep 02, 2019 3:00 pm





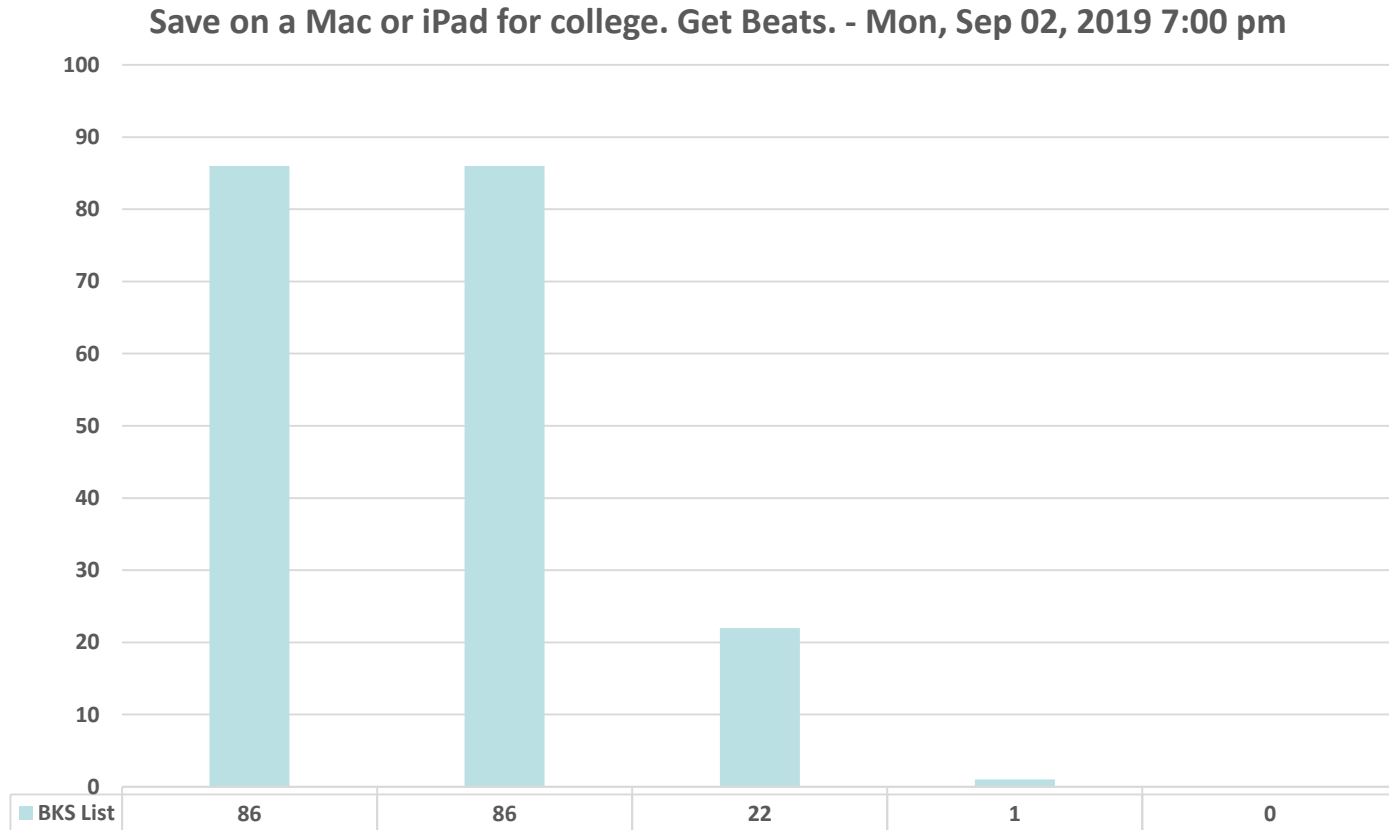
Email Campaign Reports September 2019

Save on a Mac or iPad for college. Get Beats. - Mon, Sep 02, 2019 4:00 pm



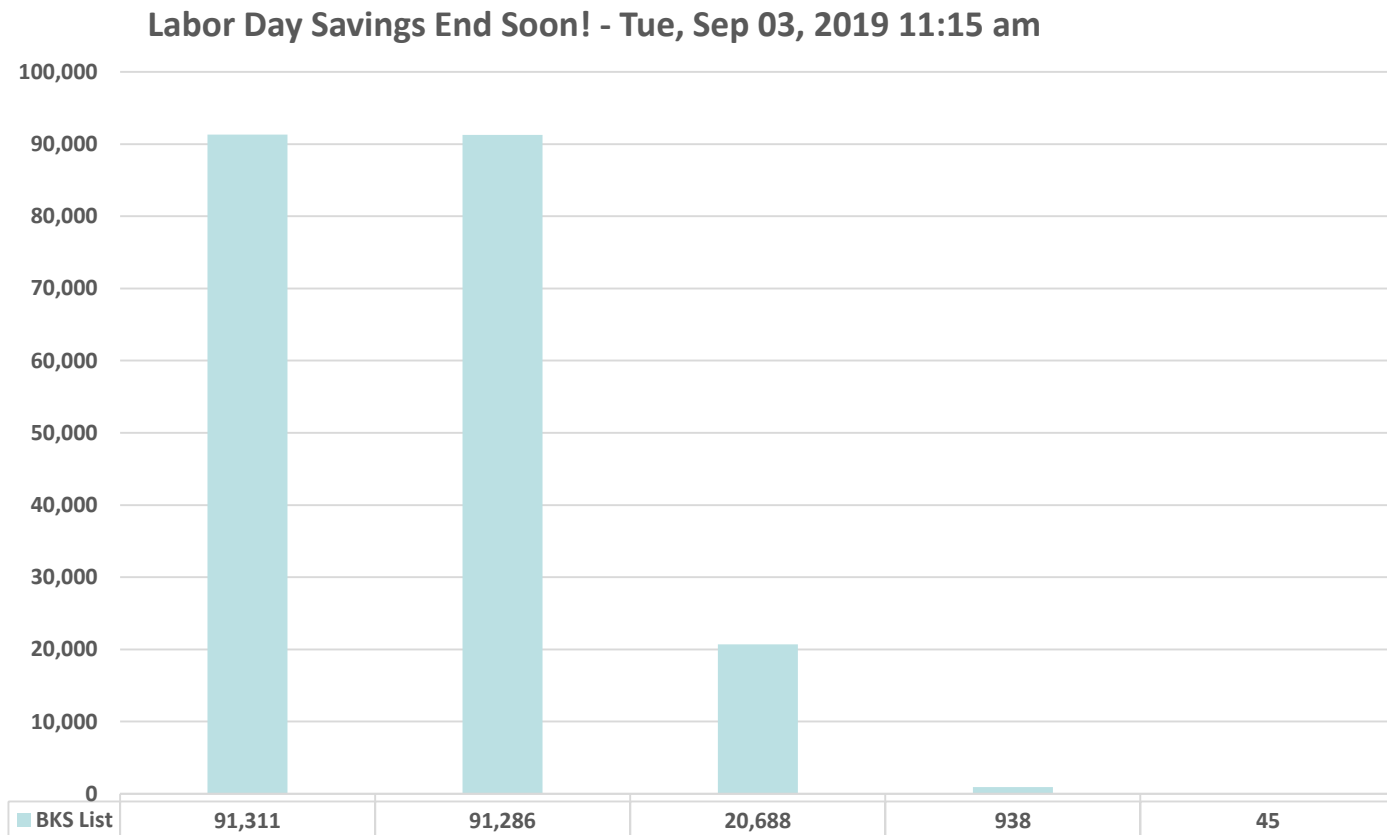


Email Campaign Reports September 2019





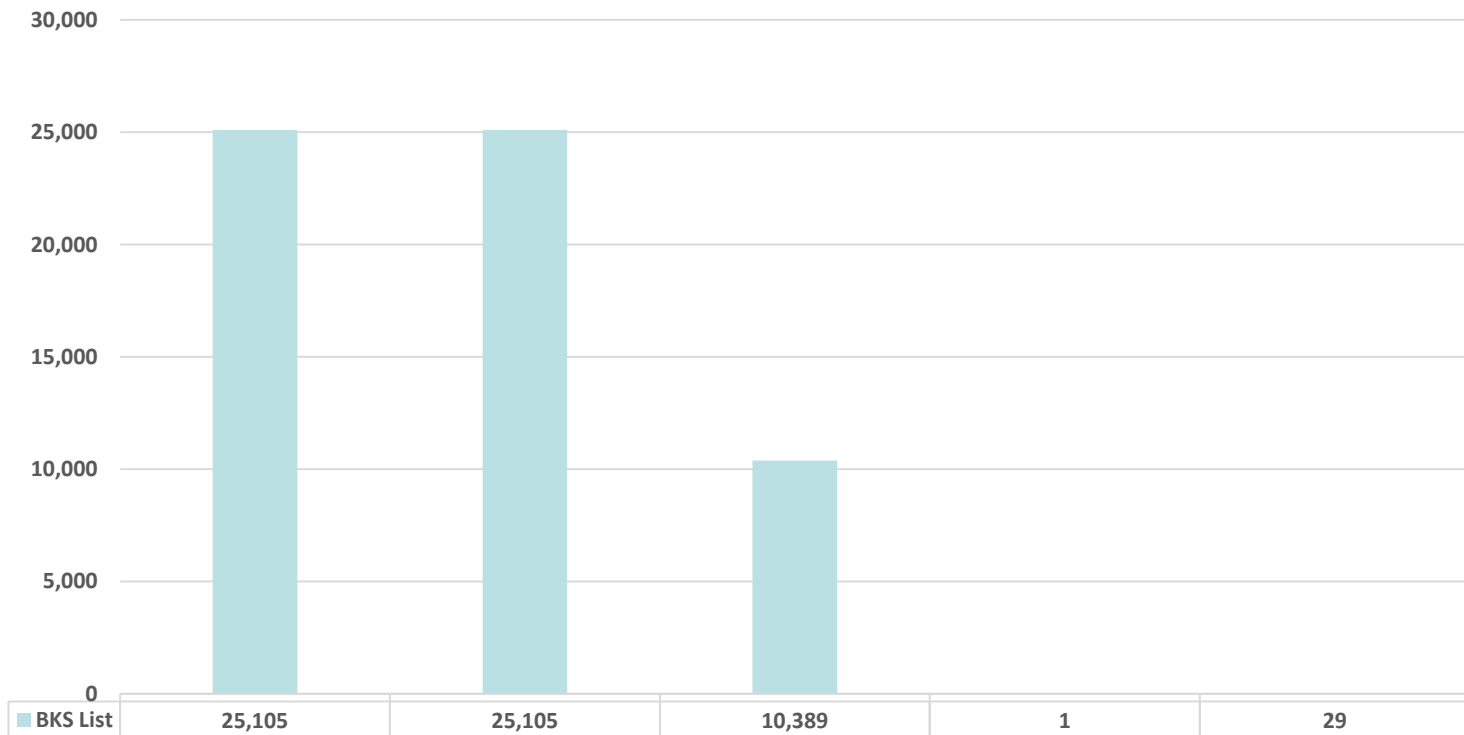
Email Campaign Reports September 2019





Email Campaign Reports September 2019

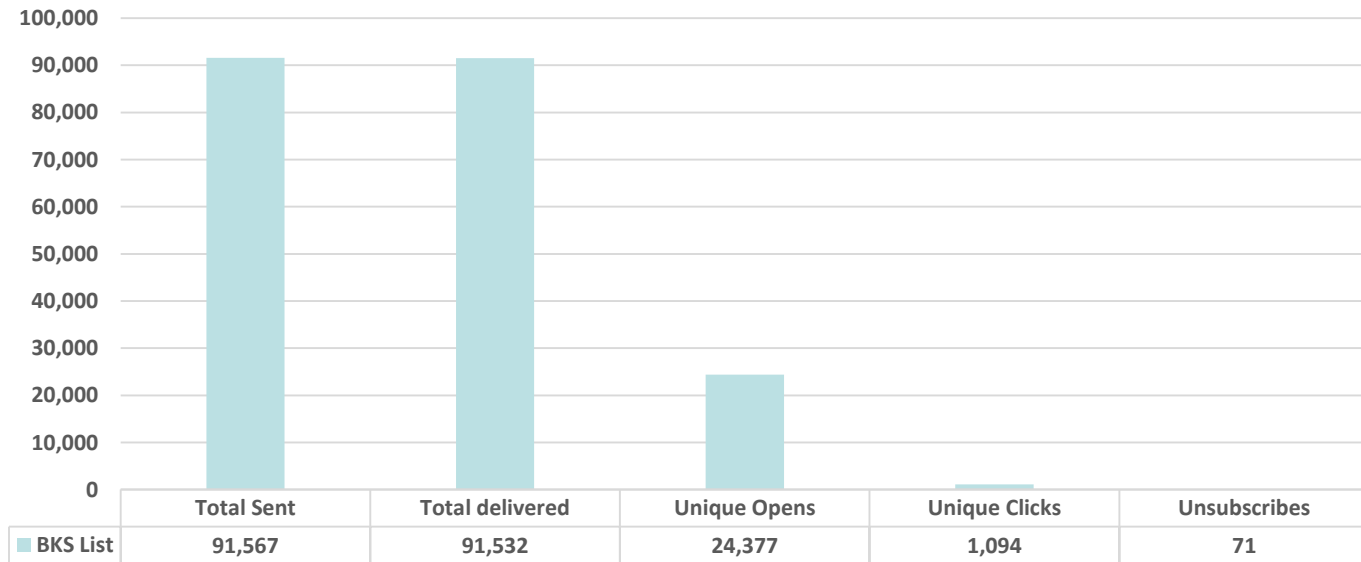
Birkenstock Pop Up Shop - Two Days Only - Tue, Sep 03, 2019 1:00 pm





Email Campaign Reports September 2019

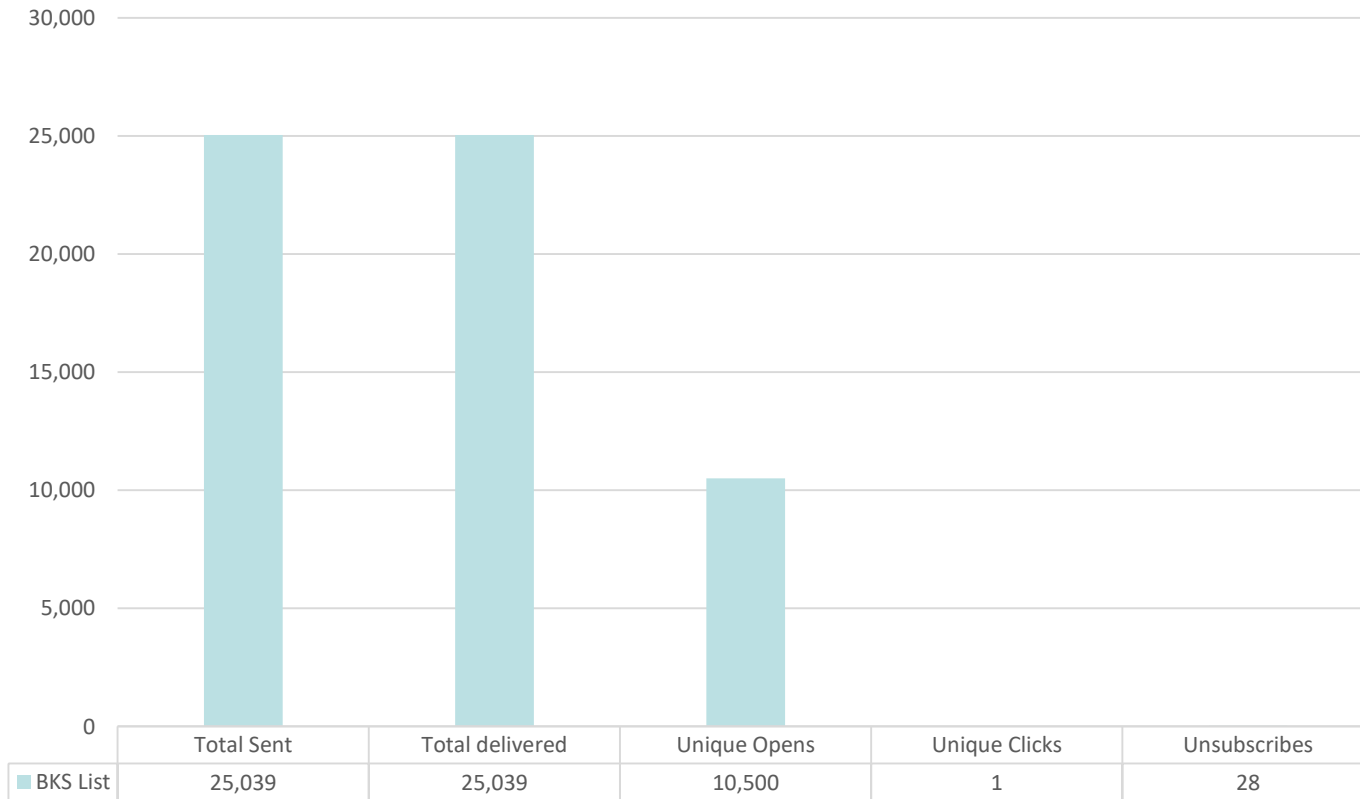
Macki x USC - For a Limited Time Only! - Tue, Sep 03, 2019 4:00 pm





Email Campaign Reports September 2019

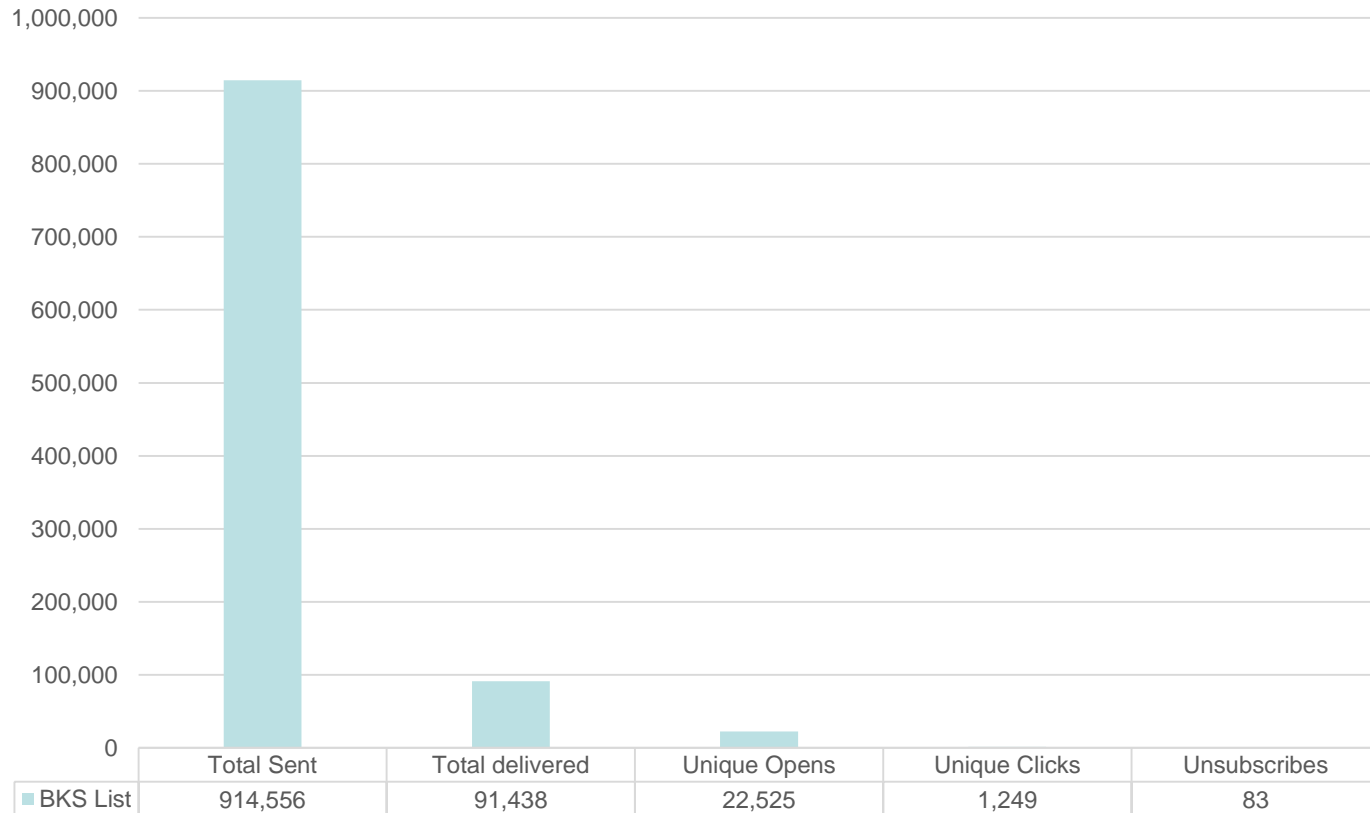
Birkenstock Pop Up Shop - Today! - Wed, Sep 04, 2019 10:45 am





Email Campaign Reports September 2019

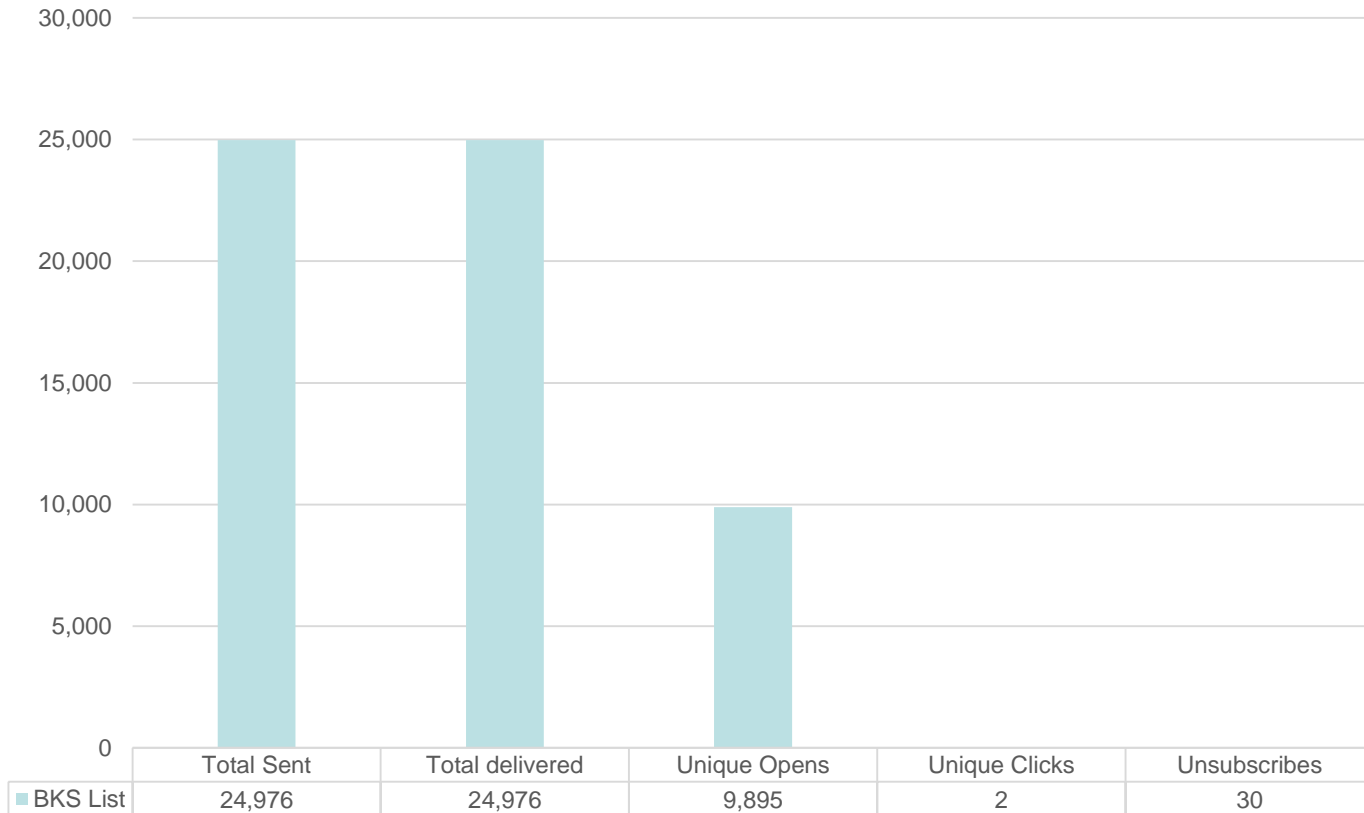
End of Summer Sale: Last Call! - Wed, Sep 04, 2019 2:00 pm





Email Campaign Reports September 2019

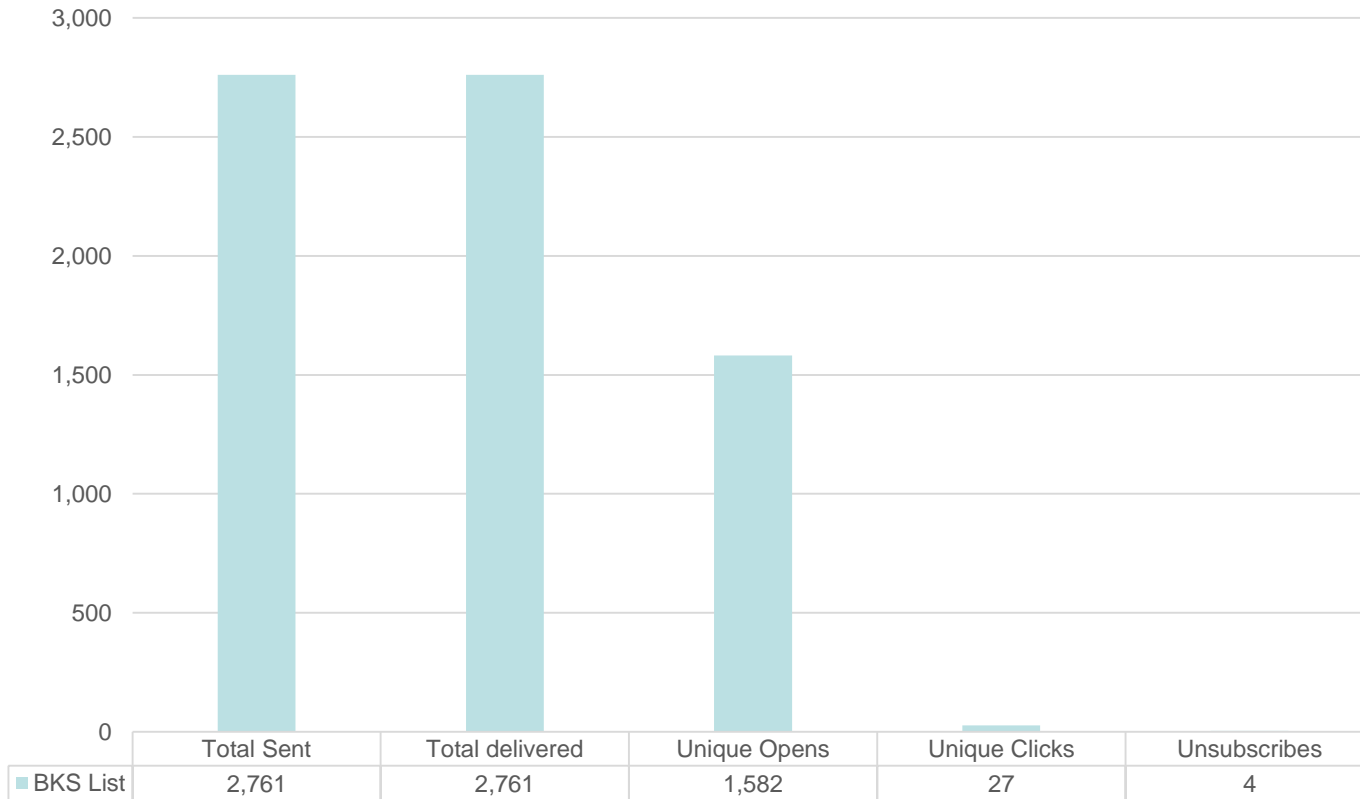
Last Day of the Birkenstock Pop Up Shop - Thu, Sep 05, 2019 8:00 am





Email Campaign Reports September 2019

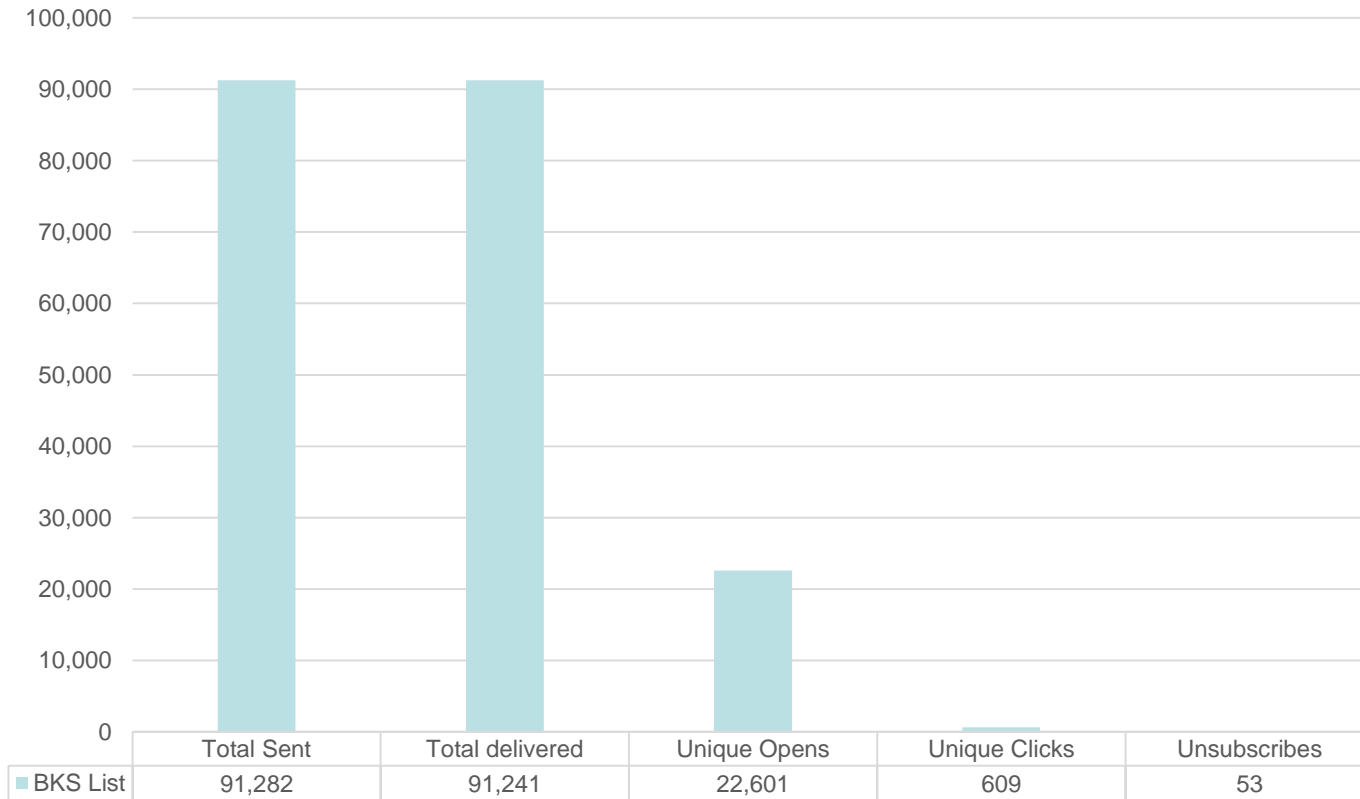
Save on a Mac or iPad for college. Get Beats. - Tue, Sep 10, 2019 3:00 pm





Email Campaign Reports September 2019

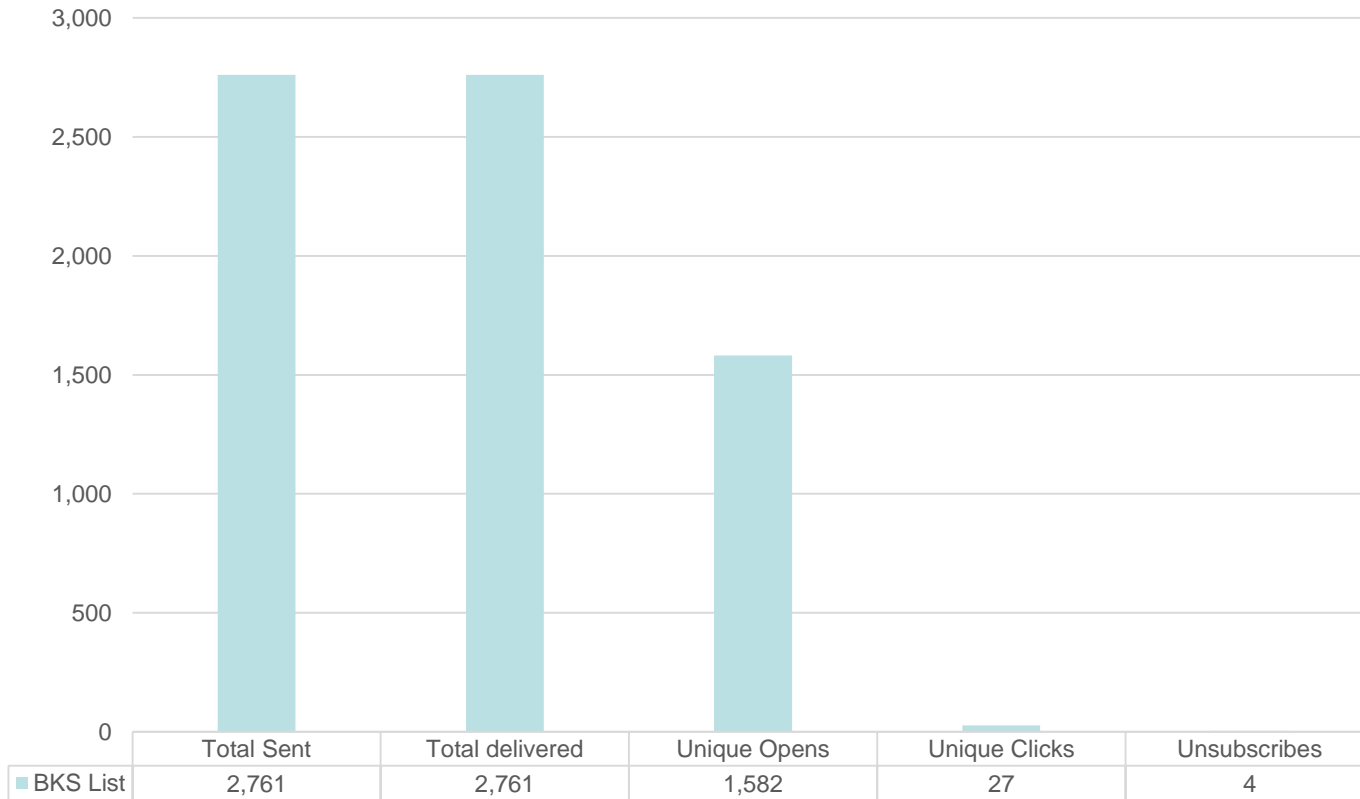
Fight On Together and Beat the Farm! - Sat, Sep 07, 2019 1:23 pm





Email Campaign Reports September 2019

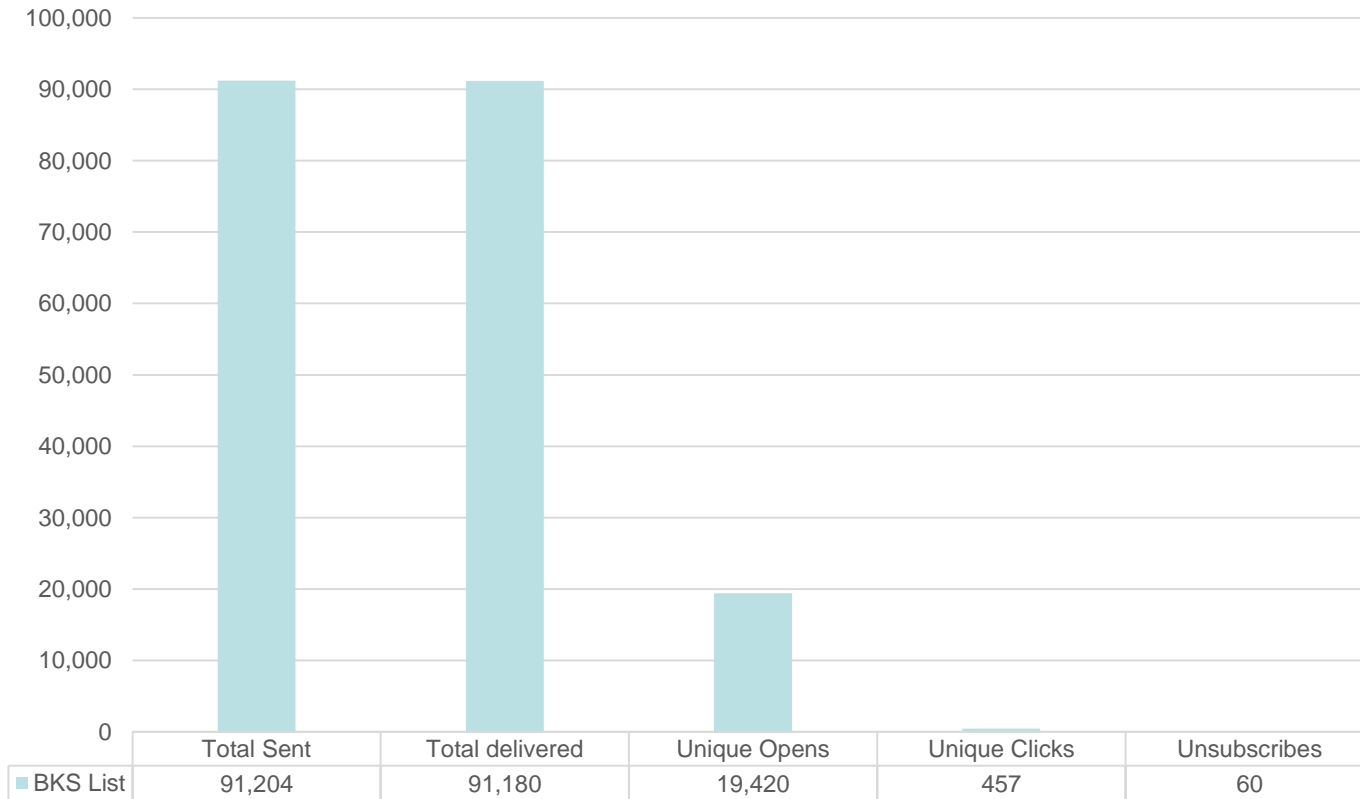
Save on a Mac or iPad for college. Get Beats. - Tue, Sep 10, 2019 3:00 pm





Email Campaign Reports September 2019

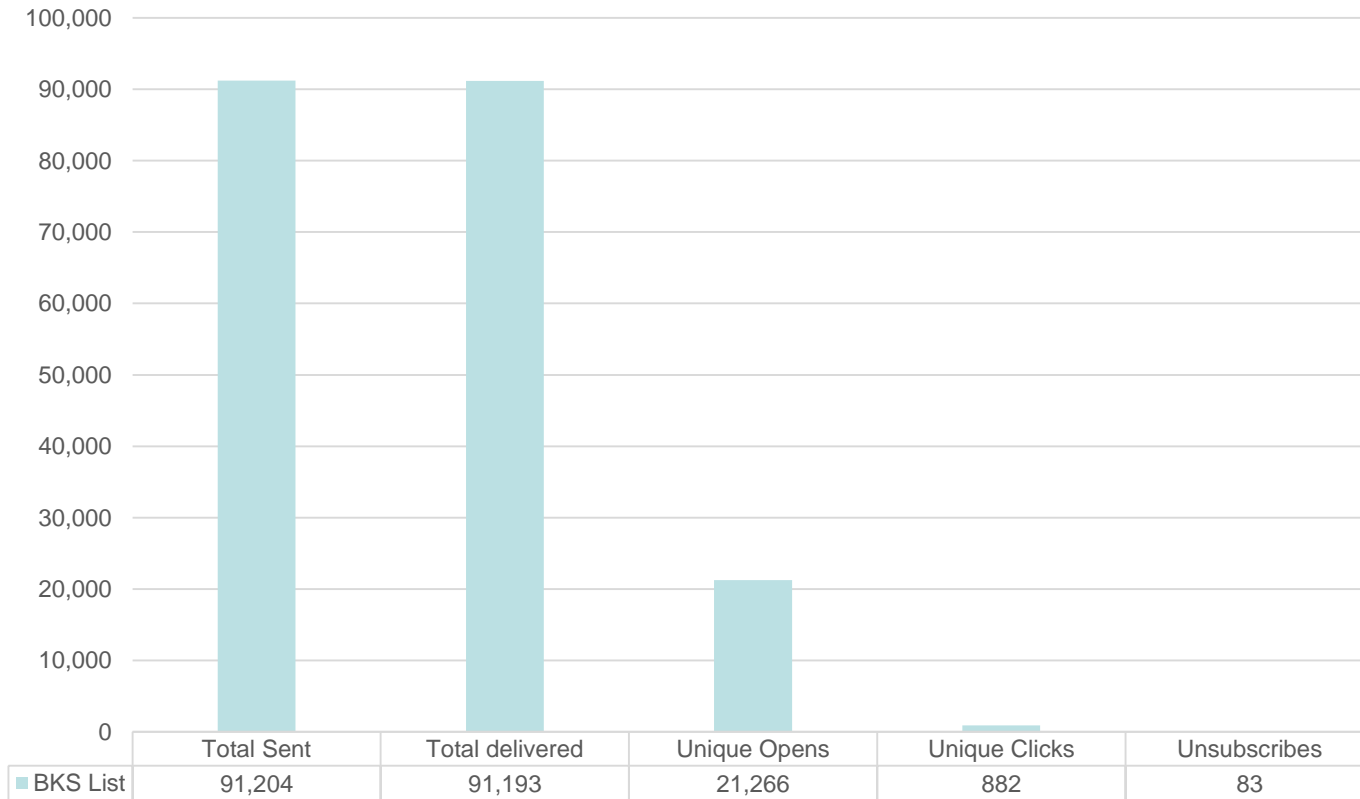
Save on a Mac or iPad for college. Get Beats. - Tue, Sep 10, 2019 3:00 pm





Email Campaign Reports September 2019

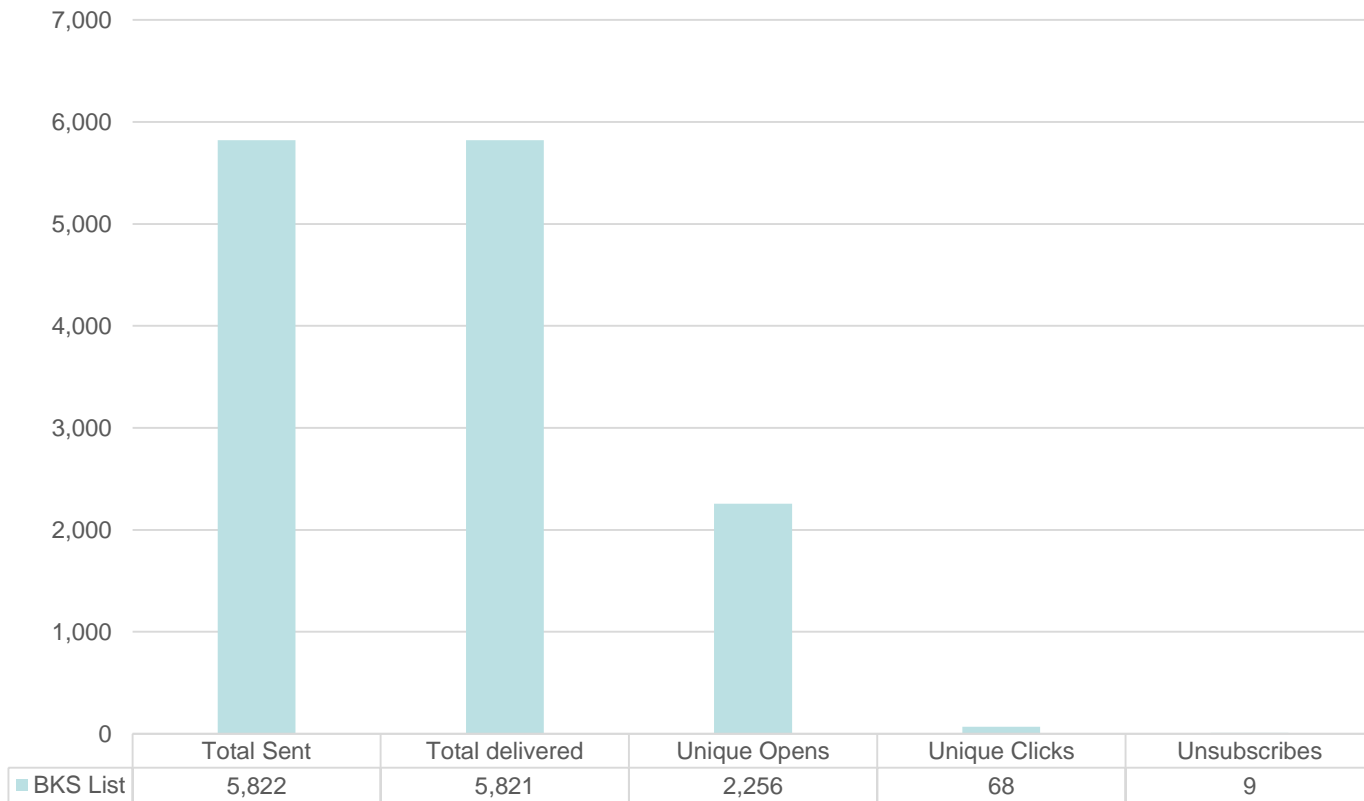
New Fall Styles Have Arrived, Shop Now - Tue, Sep 10, 2019 3:00 pm





Email Campaign Reports September 2019

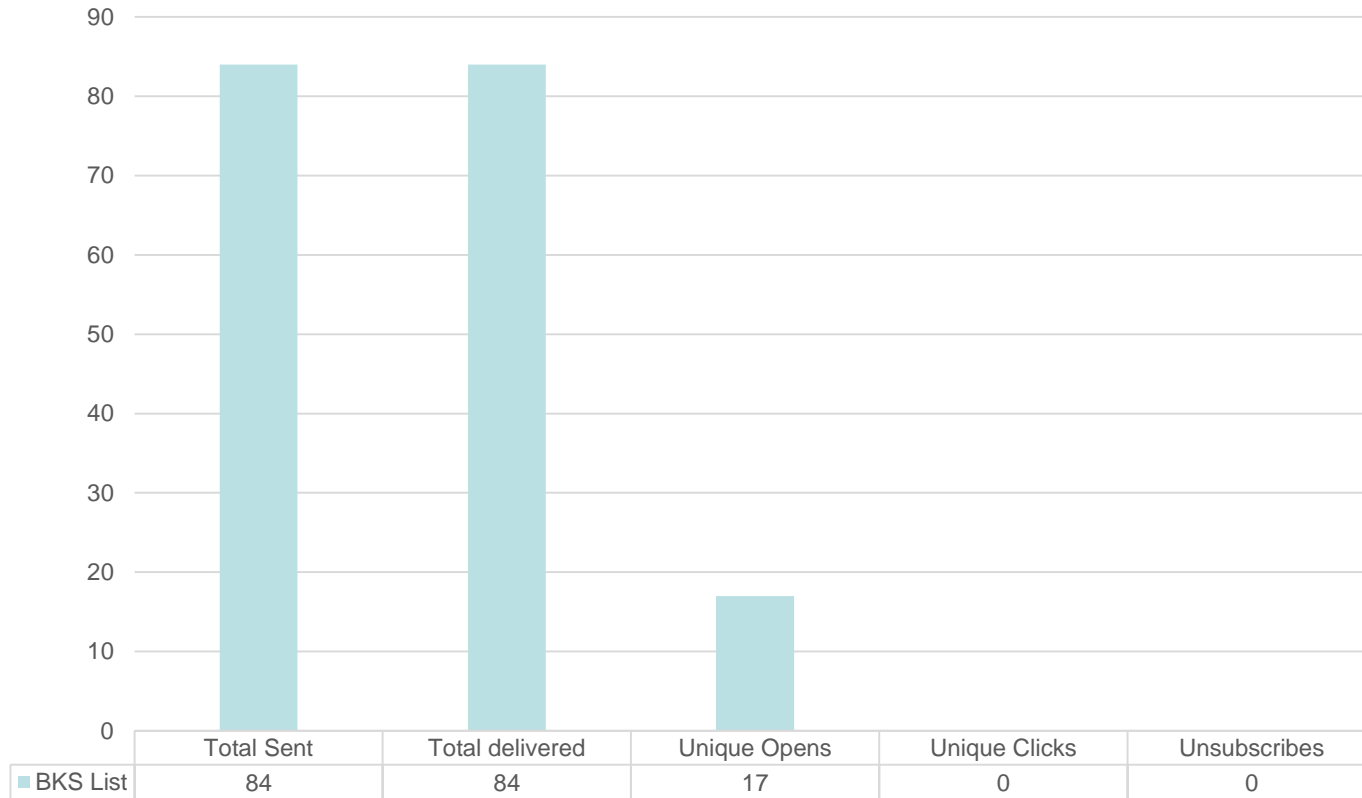
Save on a Mac or iPad for college. Get Beats. - Tue, Sep 10, 2019 4:00 pm





Email Campaign Reports September 2019

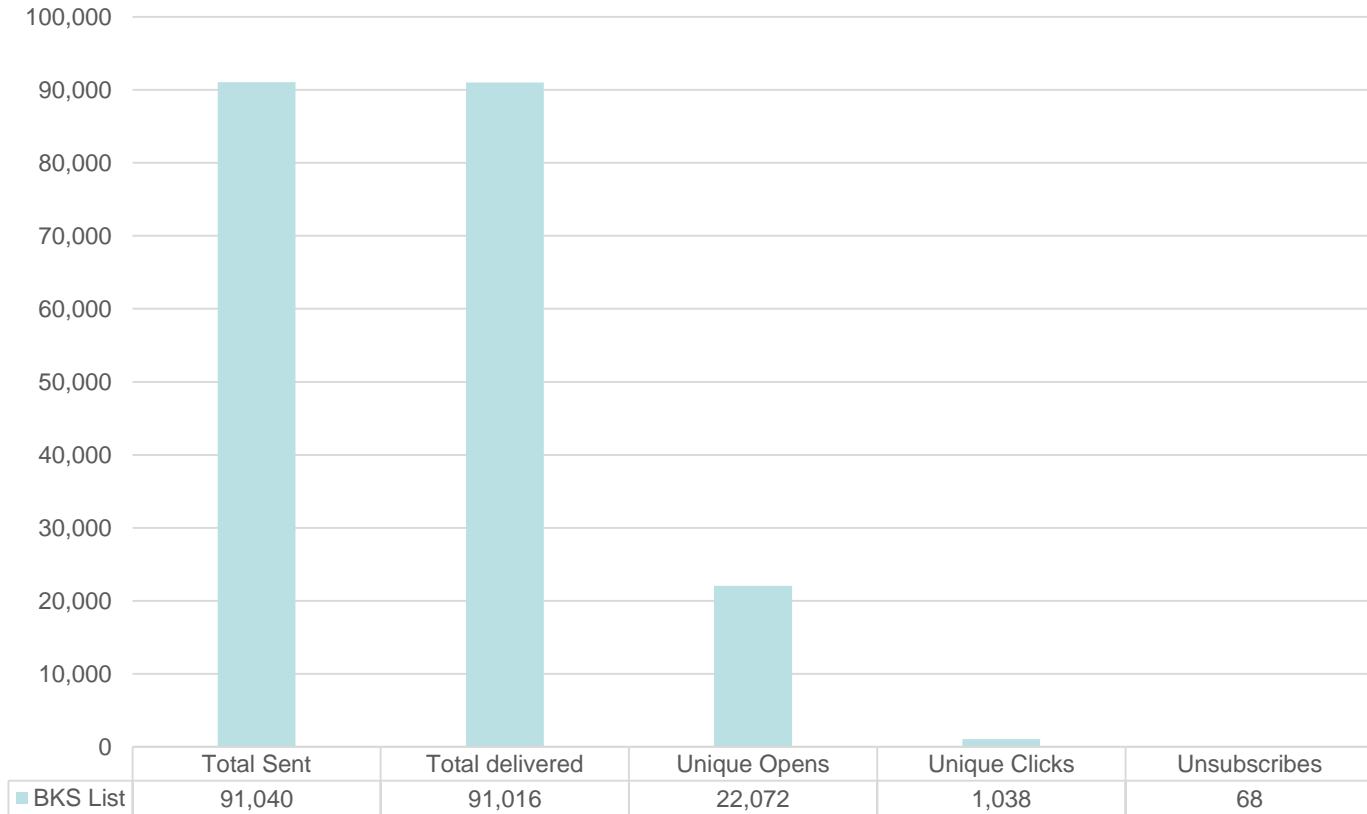
Save on a Mac or iPad for college. Get Beats - Tue, Sep 10, 2019 7:00 pm





Email Campaign Reports September 2019

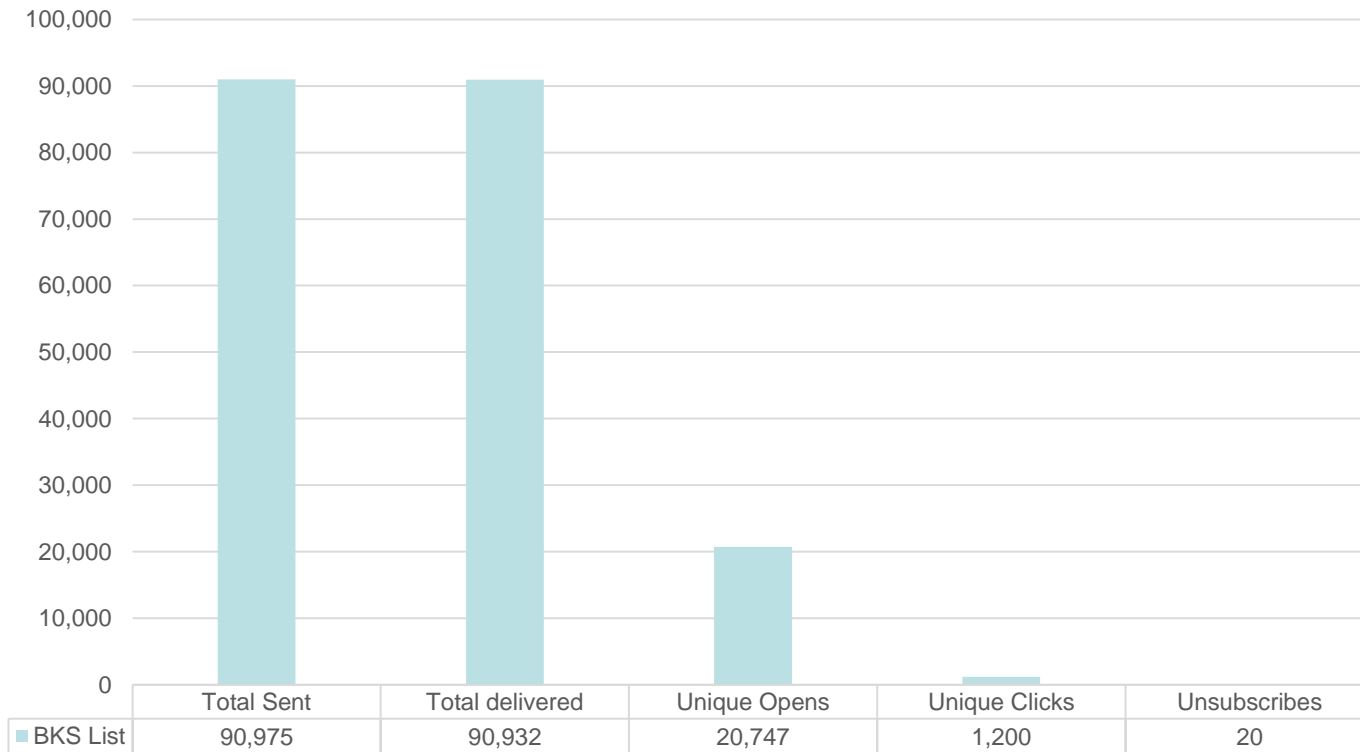
This Just In - Shop Our Newest Apparel! - Thu, Sep 12, 2019 3:19 pm





Email Campaign Reports September 2019

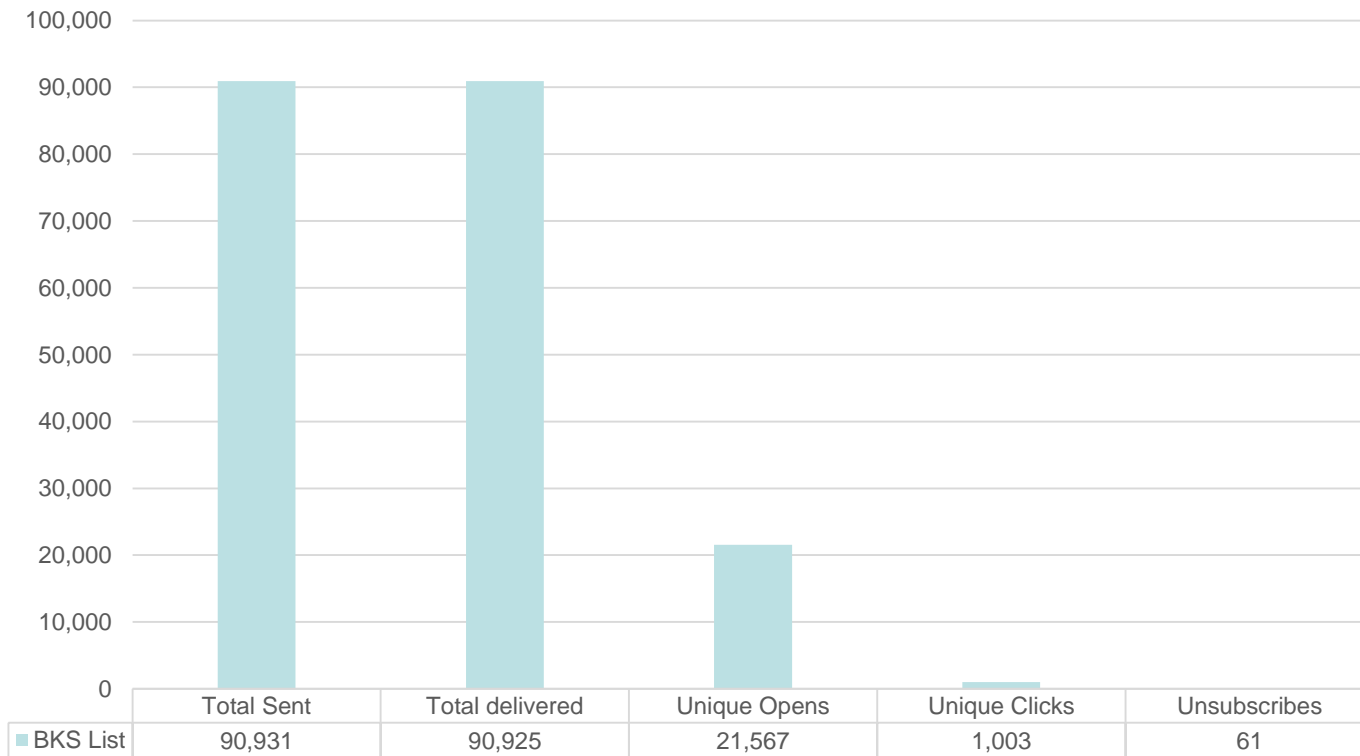
FLASH SALE! 25% Off Nike Bags & Accessories! ☐ - Fri, Sep 13, 2019 9:46 am





Email Campaign Reports September 2019

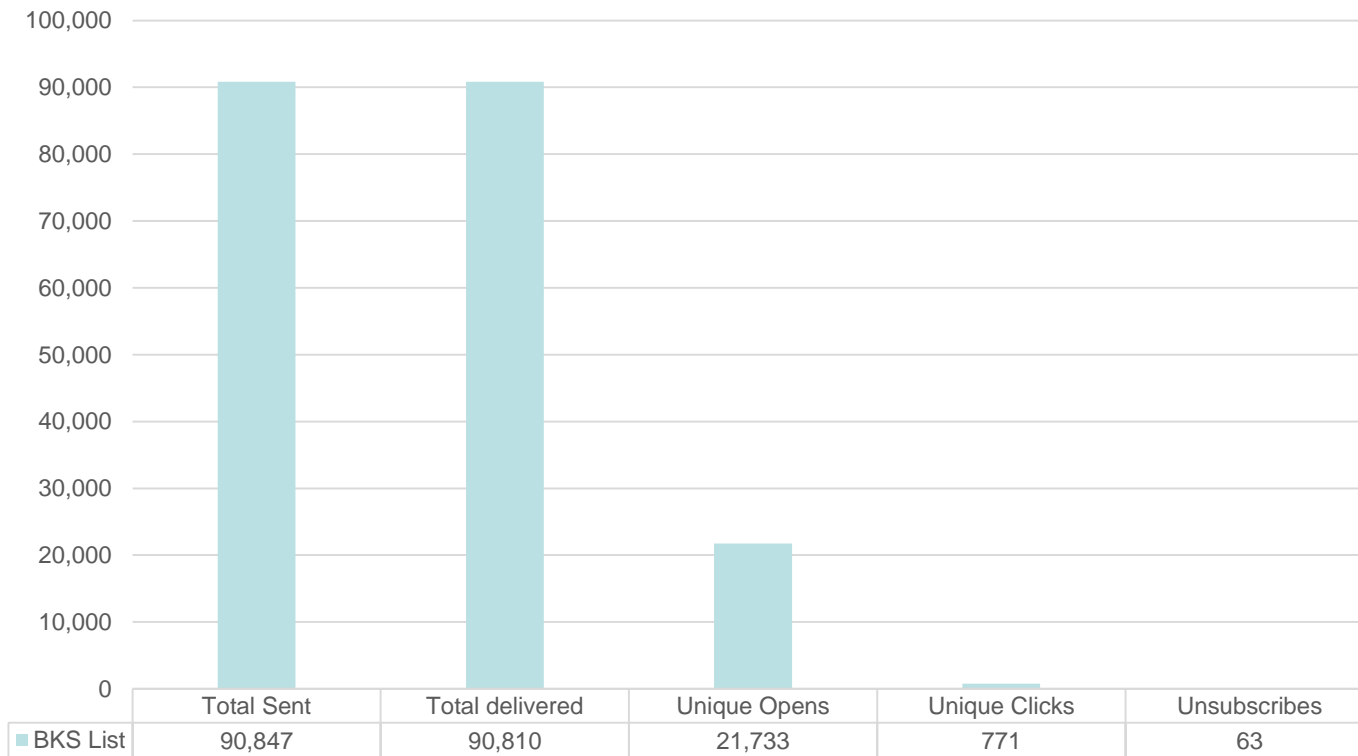
Ending Soon! FLASH SALE on Nike Bags & Accessories - Fri, Sep 13, 2019
3:15 pm





Email Campaign Reports September 2019

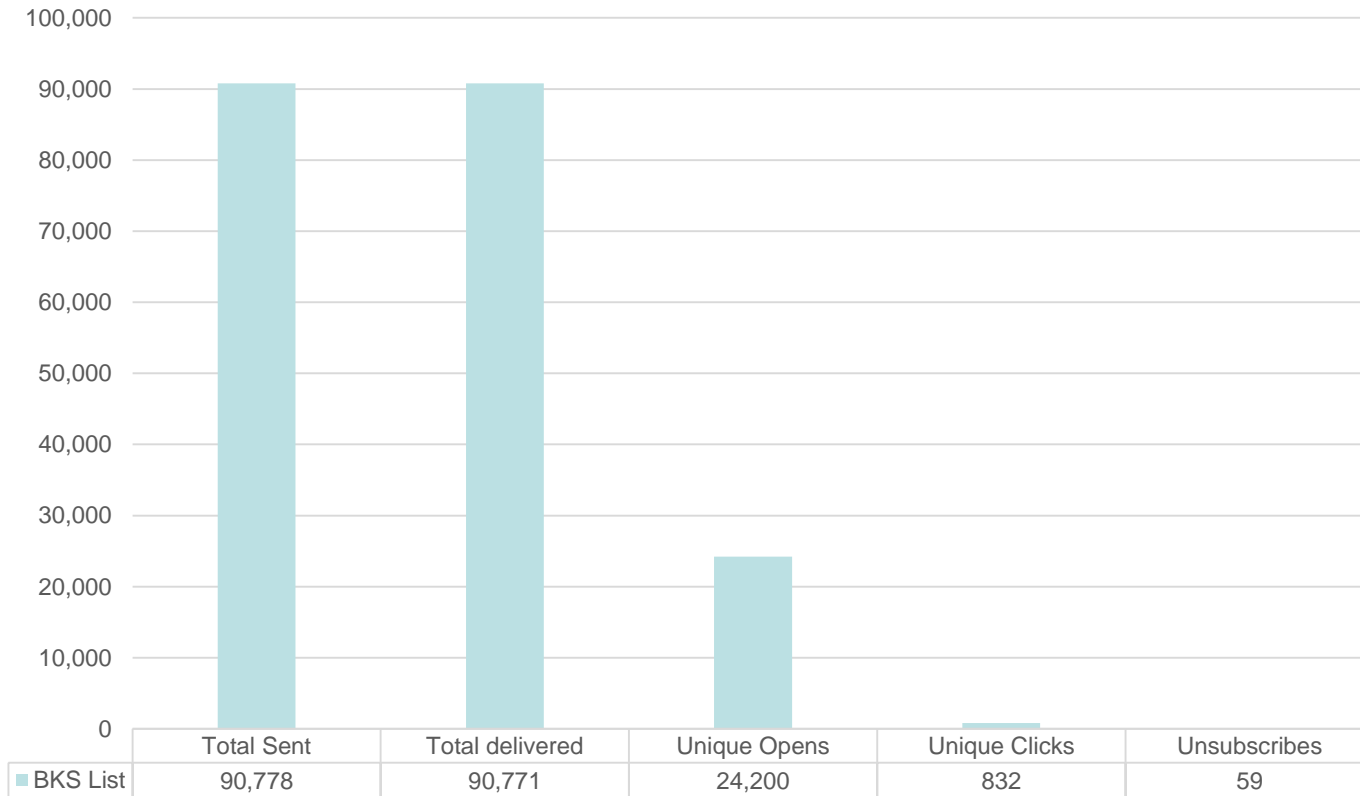
New American Needle Styles to Fall In Love With - Mon, Sep 16, 2019
3:00 pm





Email Campaign Reports September 2019

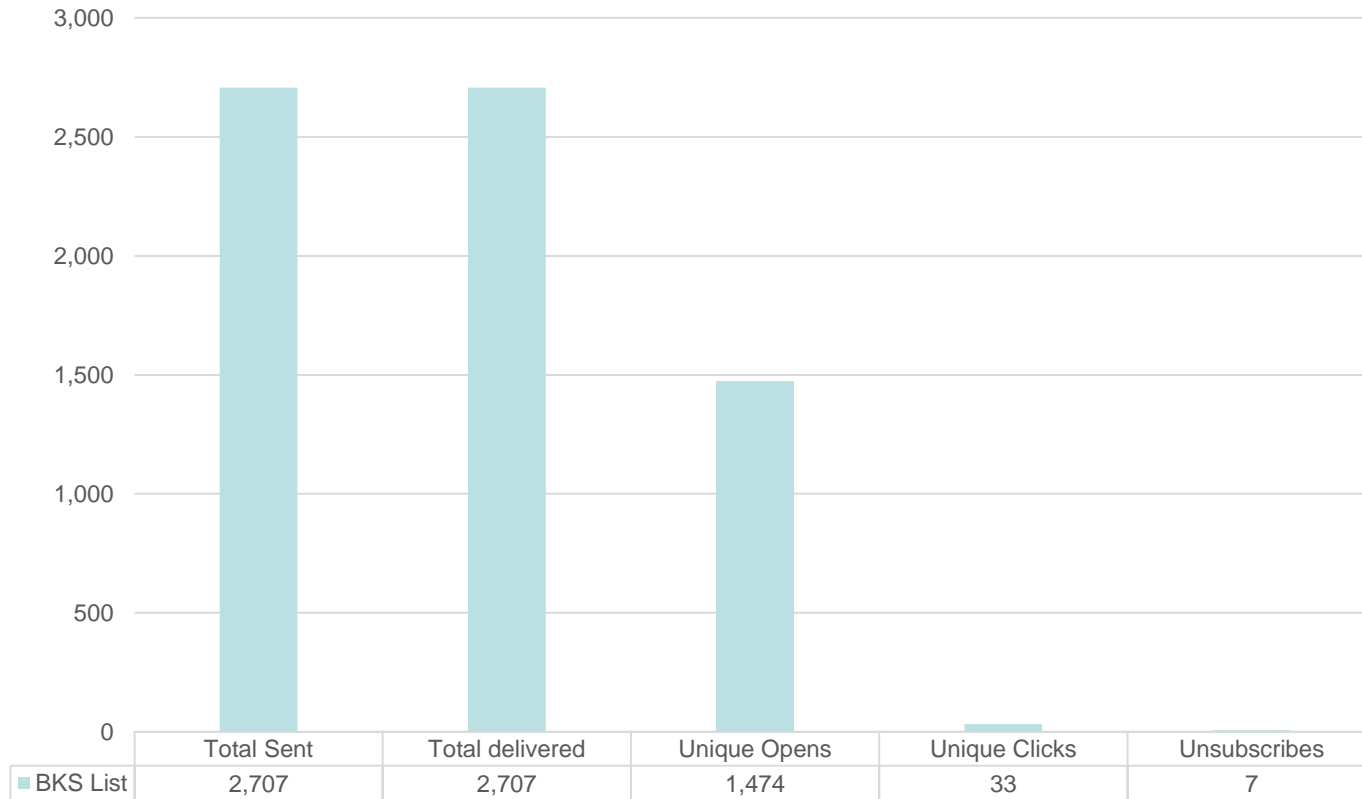
👉 The Official Tee of USC 👉 - Tue, Sep 17, 2019 2:00 pm





Email Campaign Reports September 2019

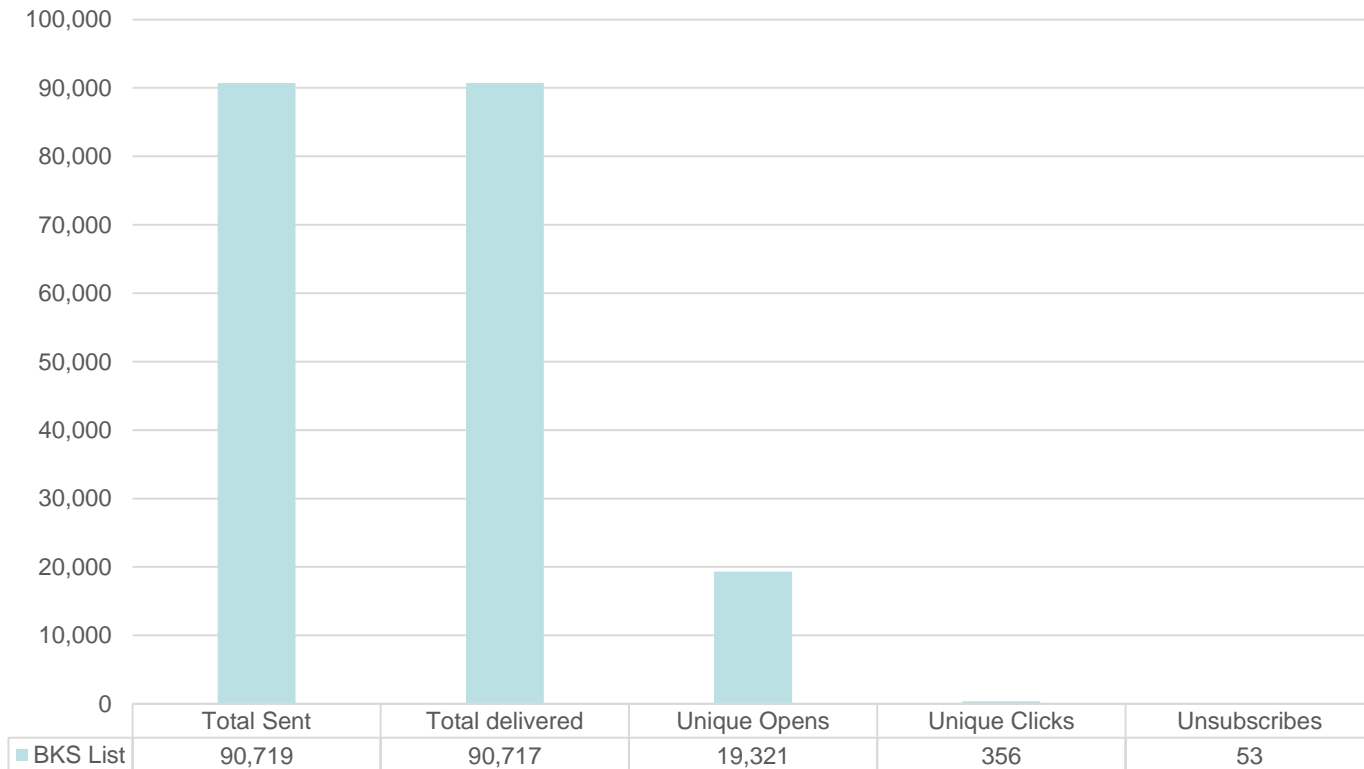
Save on a Mac or iPad for college. Get Beats. - Wed, Sep 18, 2019 3:00 pm





Email Campaign Reports September 2019

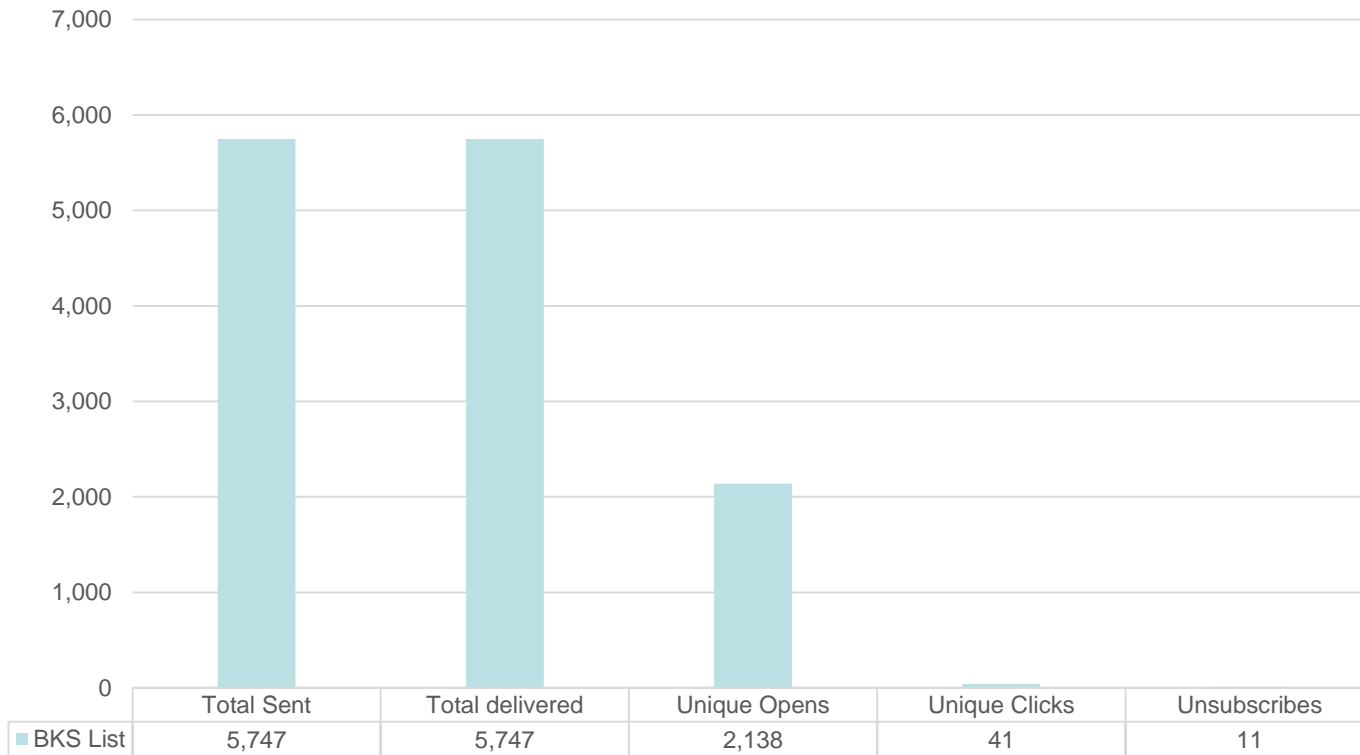
Save on a Mac or iPad for college. Get Beats. - Wed, Sep 18, 2019 3:00 pm





Email Campaign Reports September 2019

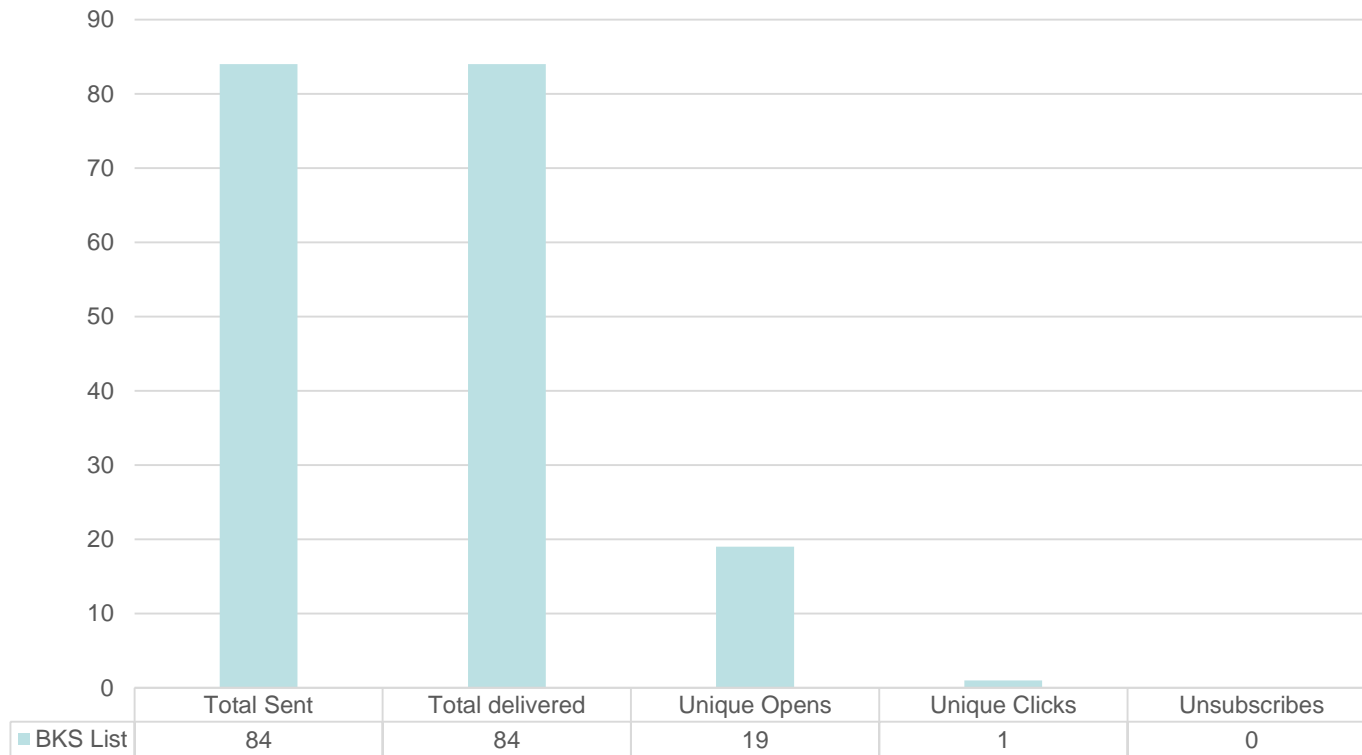
Save on a Mac or iPad for college. Get Beats. - Wed, Sep 18, 2019 4:00 pm





Email Campaign Reports September 2019

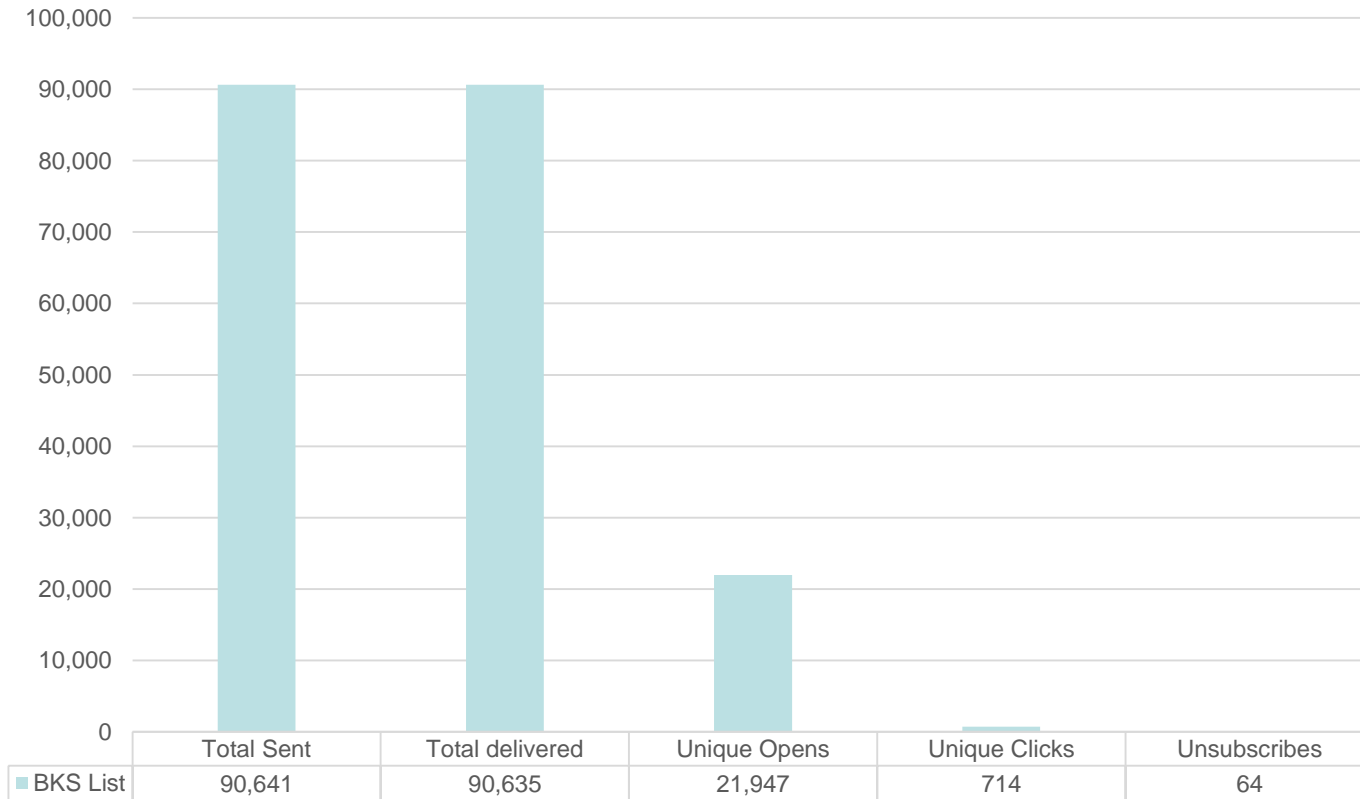
Save on a Mac or iPad for college. Get Beats. - Wed, Sep 18, 2019 7:00 pm





Email Campaign Reports September 2019

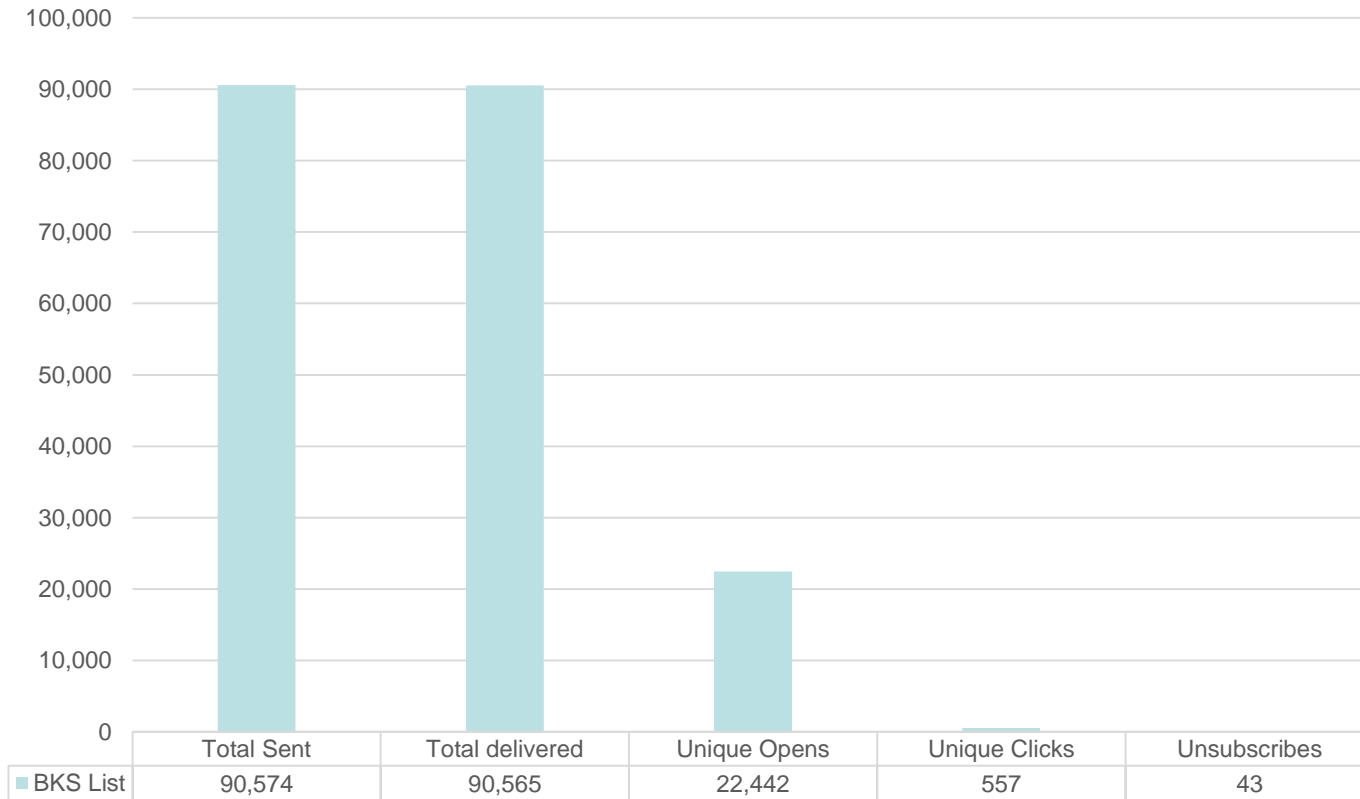
Fill Your Closet with Fall Boody! - Thu, Sep 19, 2019 5:00 pm





Email Campaign Reports September 2019

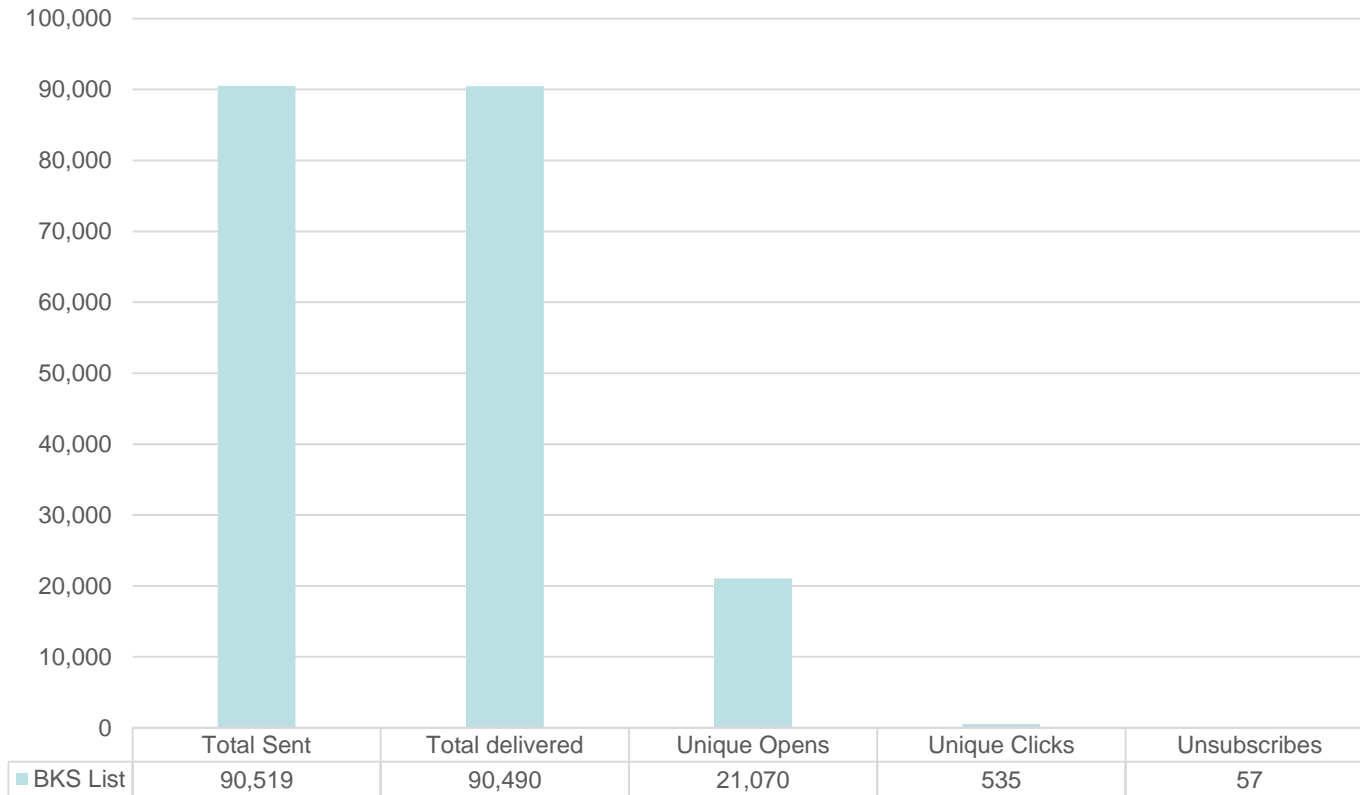
Fight On with The Official Tee! - Sat, Sep 21, 2019 5:00 pm





Email Campaign Reports September 2019

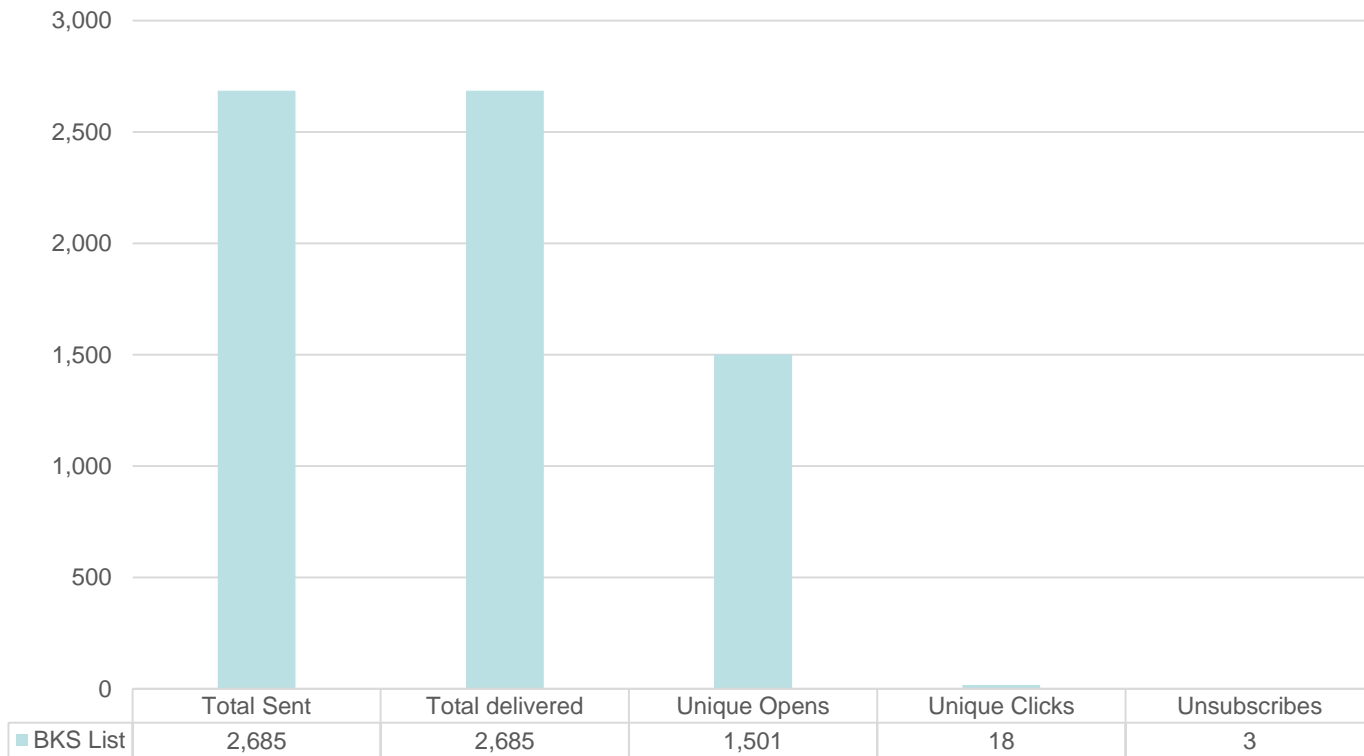
🍂 Hello Fall, Hello Fashion! 🍂 - Tue, Sep 24, 2019 2:30 pm





Email Campaign Reports September 2019

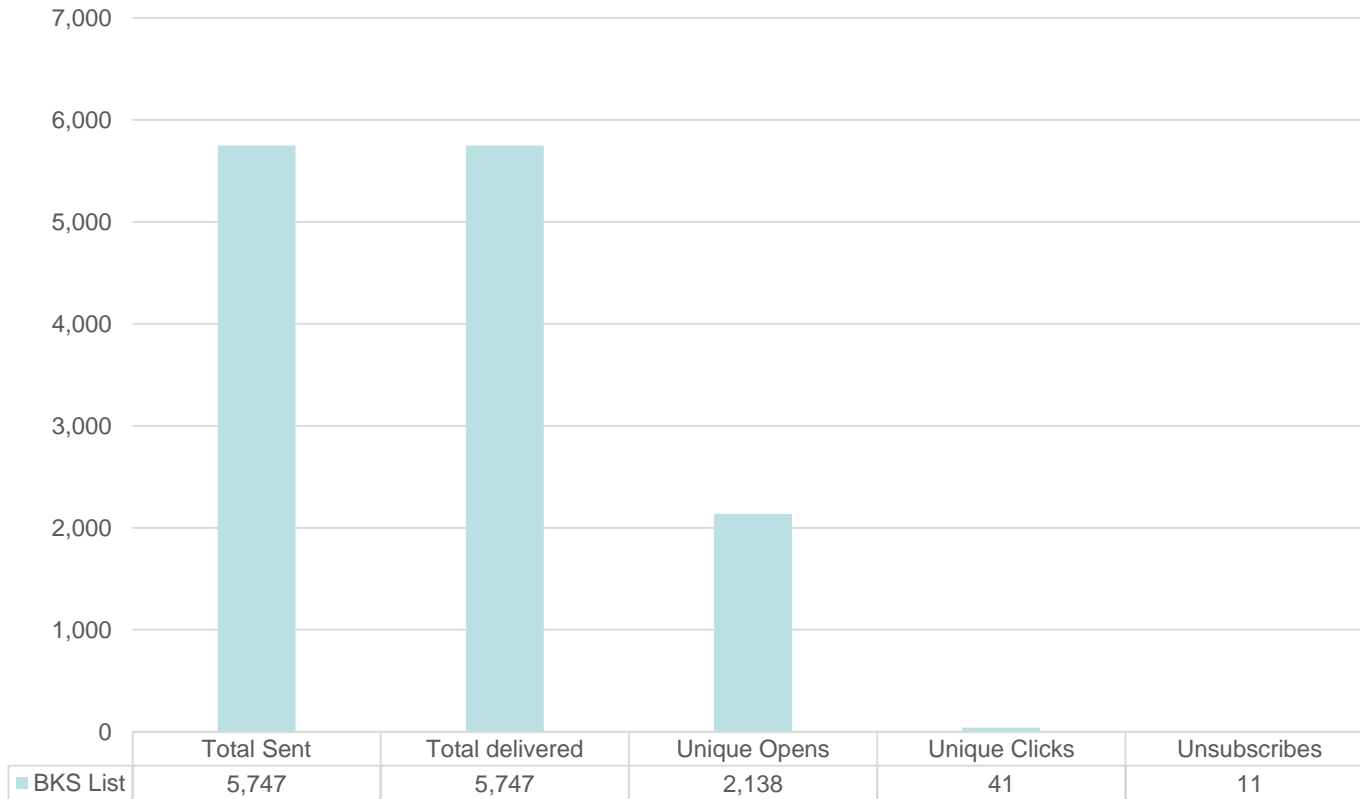
**Offer Ends Tomorrow! Save on a Mac or iPad for college. Get Beats. -
 Wed, Sep 25, 2019 3:00 pm**





Email Campaign Reports September 2019

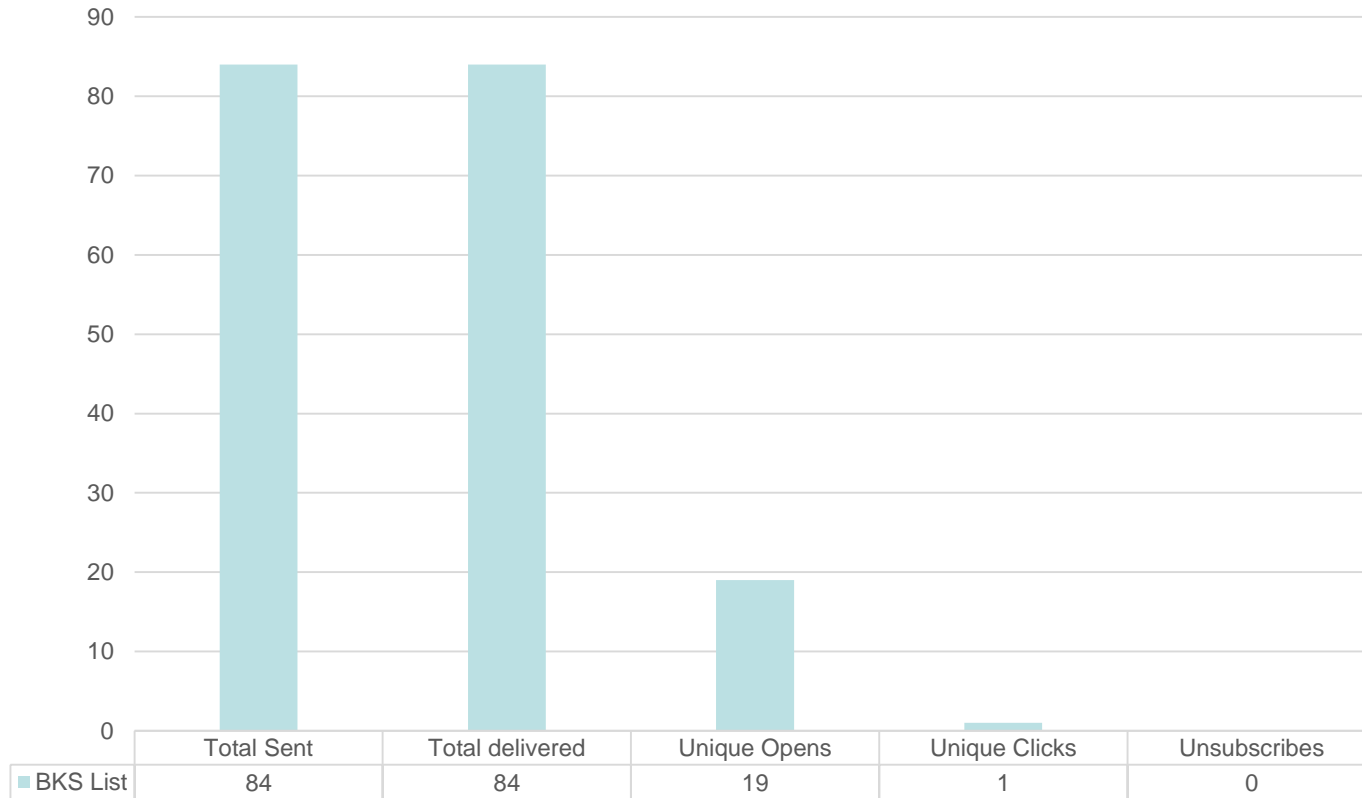
Save on a Mac or iPad for college. Get Beats. - Wed, Sep 18, 2019 4:00 pm





Email Campaign Reports September 2019

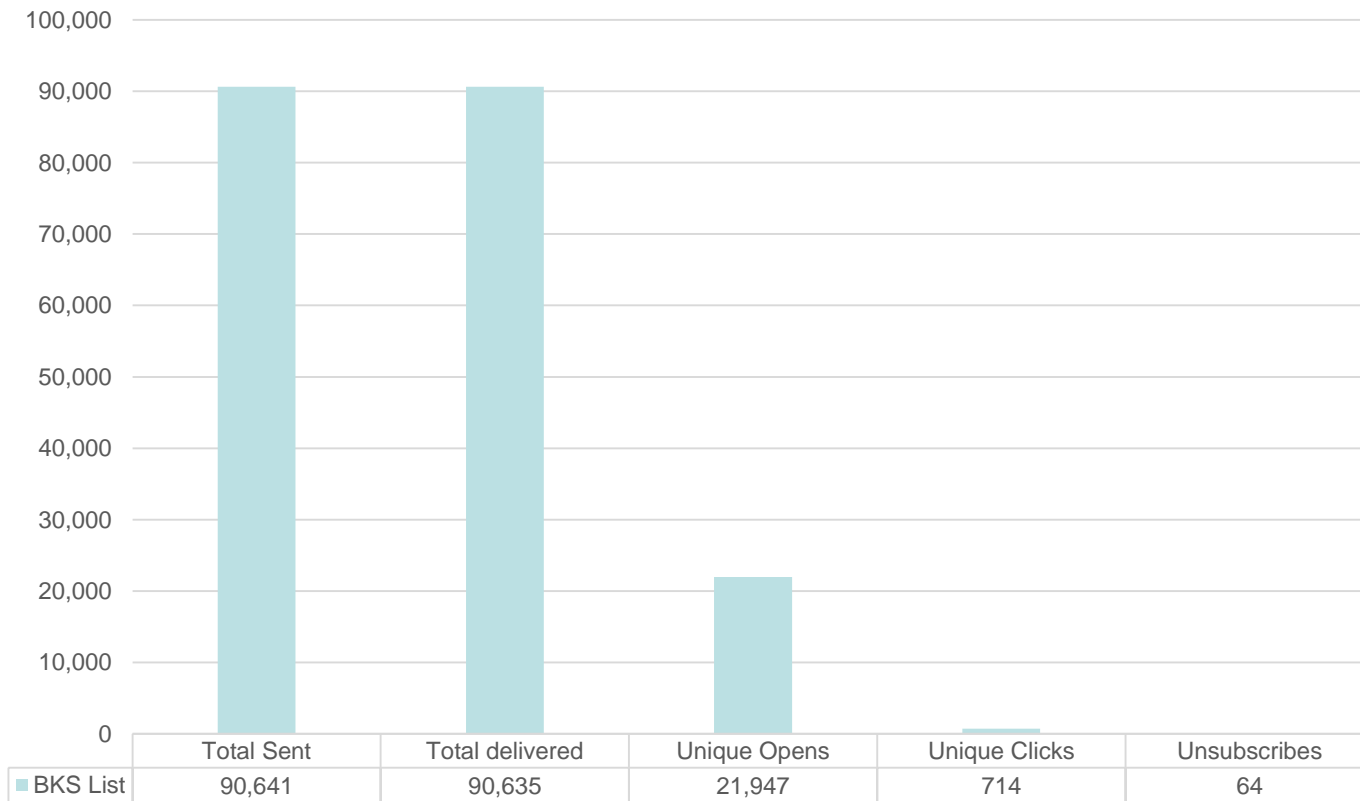
Save on a Mac or iPad for college. Get Beats. - Wed, Sep 18, 2019 7:00 pm





Email Campaign Reports September 2019

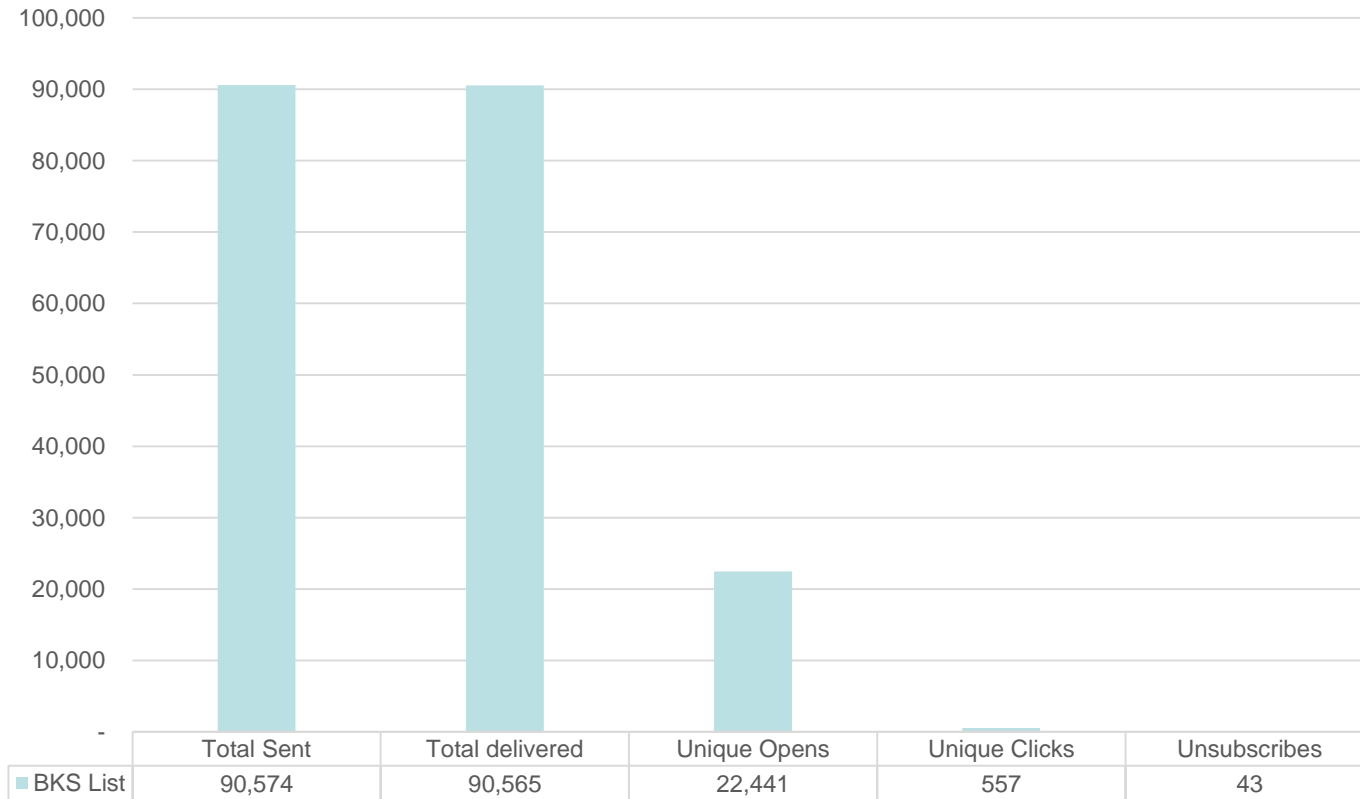
Fill Your Closet with Fall Boody! - Thu, Sep 19, 2019 5:00 pm





Email Campaign Reports September 2019

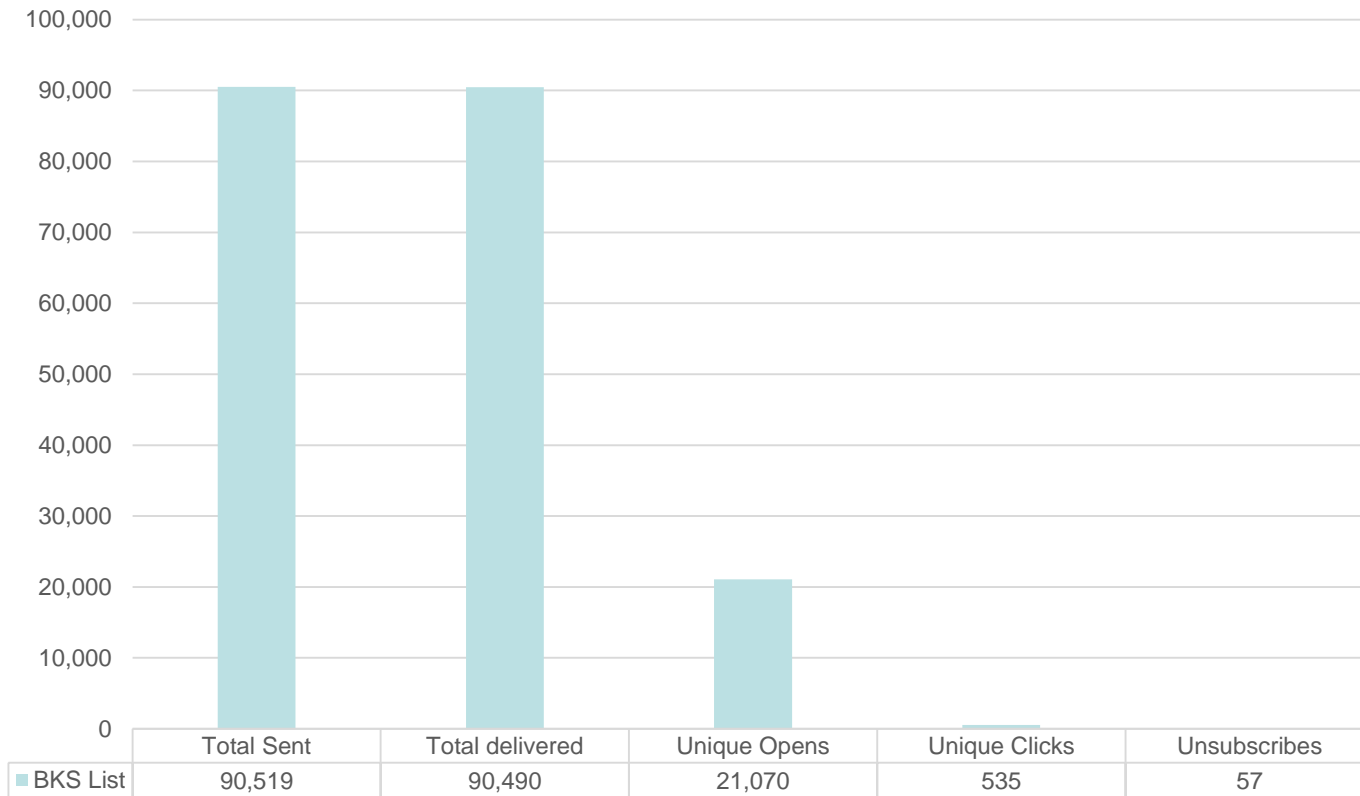
Fight On with The Official Tee! - Sat, Sep 21, 2019 5:00 pm





Email Campaign Reports September 2019

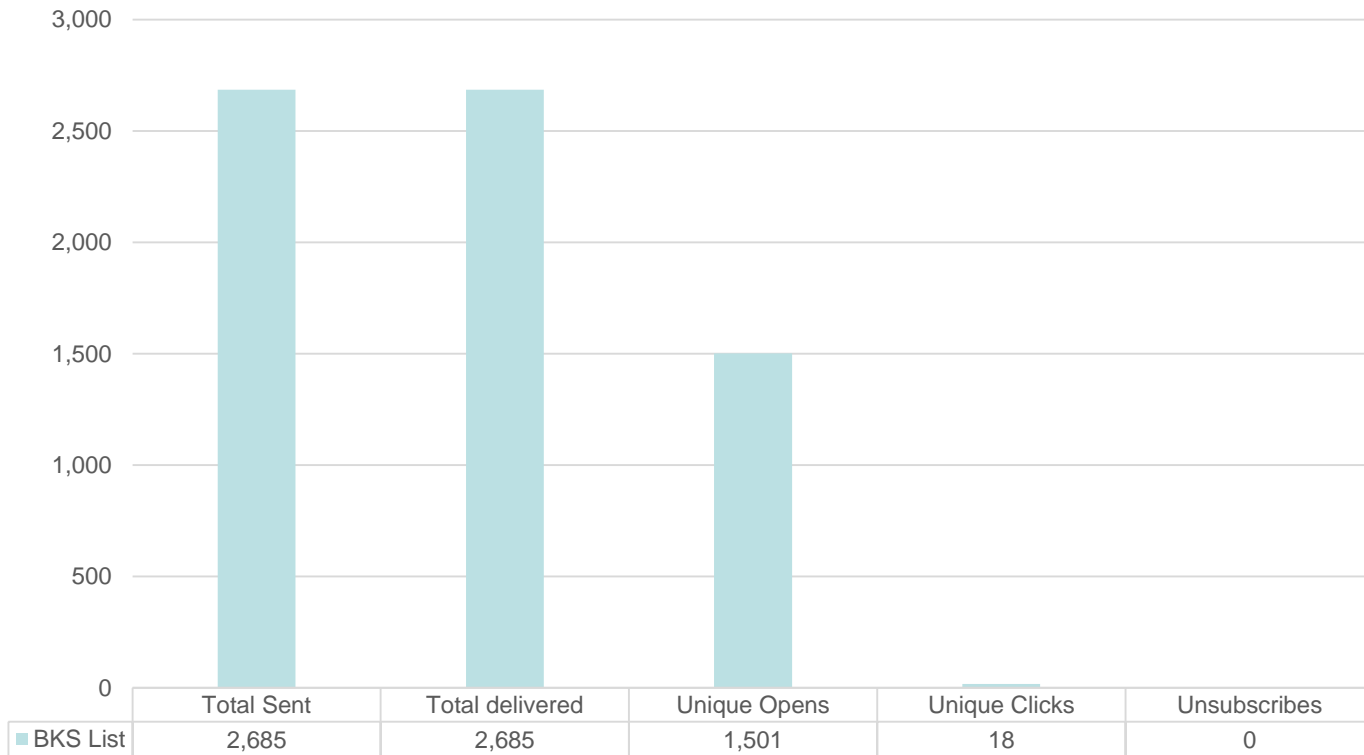
🍂 Hello Fall, Hello Fashion! 🍂 - Tue, Sep 24, 2019 2:30 pm





Email Campaign Reports September 2019

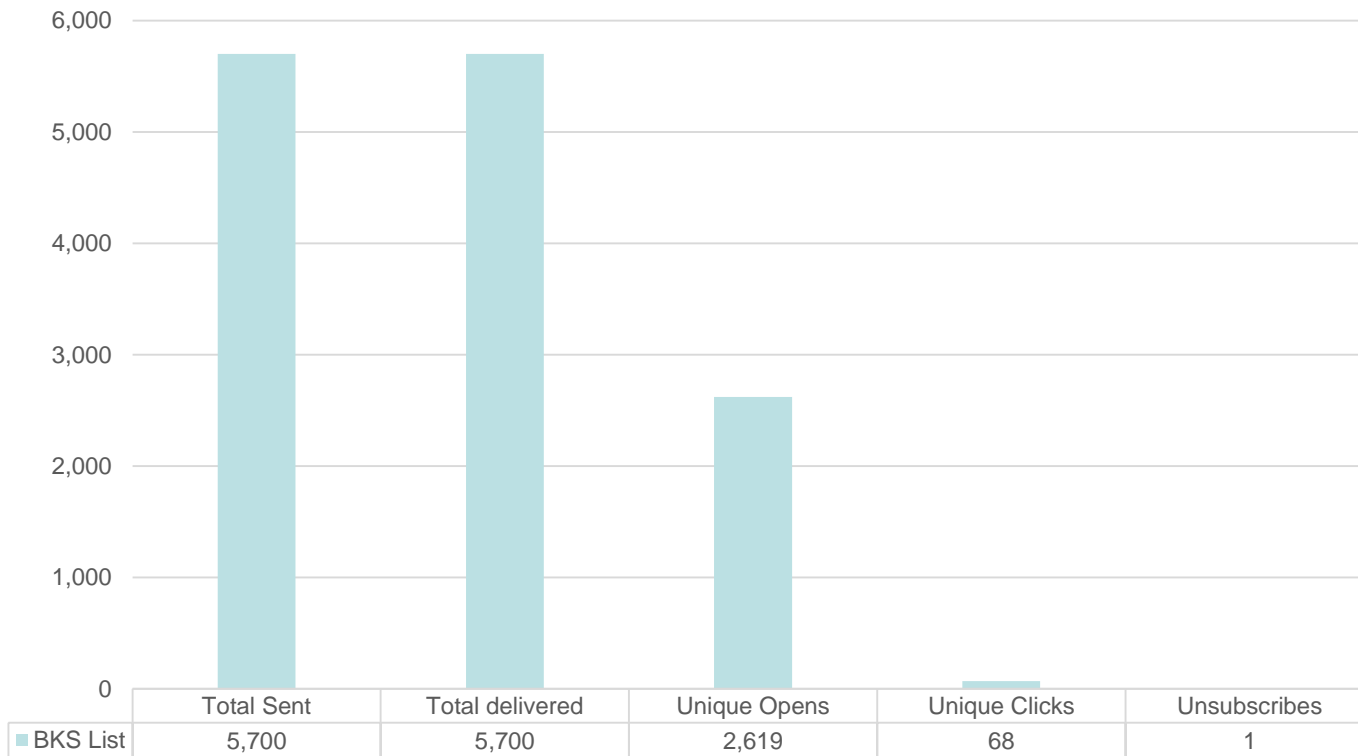
Offer Ends Tomorrow! Save on a Mac or iPad for college. Get Beats. -
Wed, Sep 25, 2019 3:00 pm





Email Campaign Reports September 2019

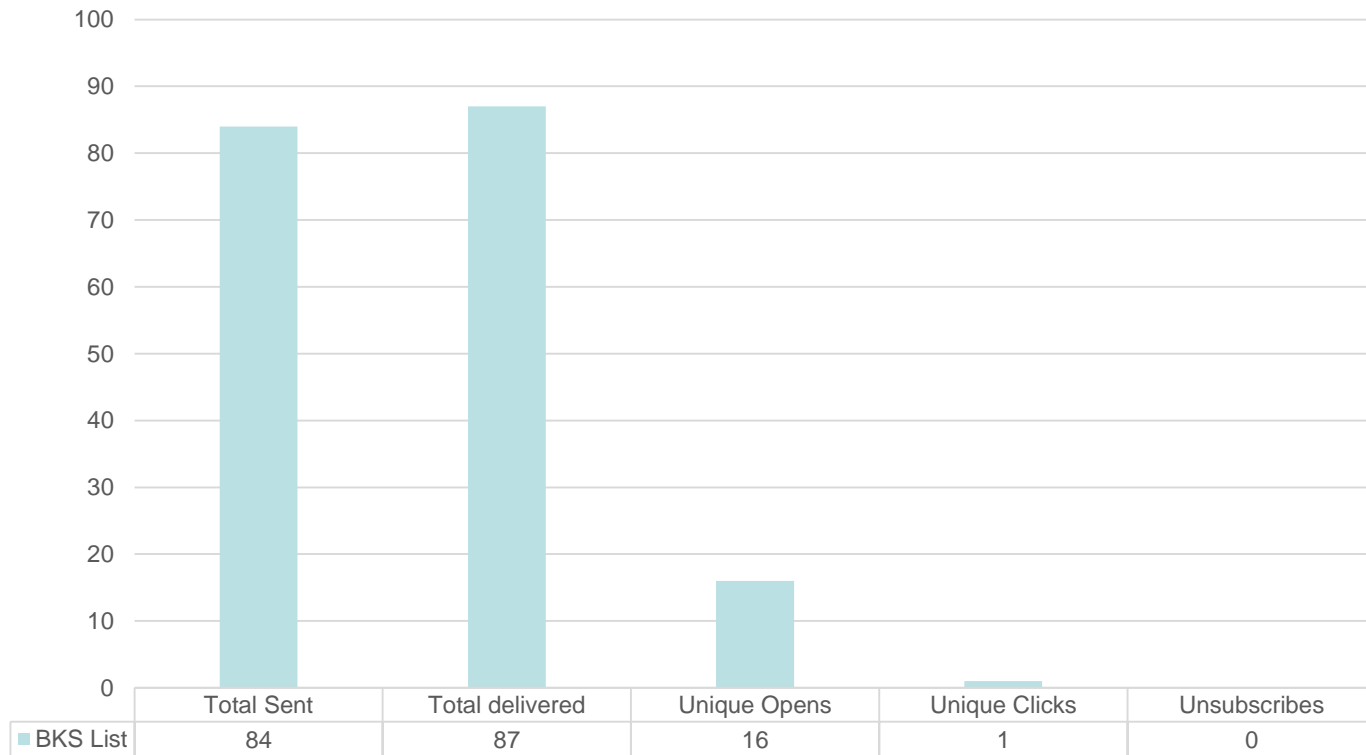
Offer Ends Tomorrow! Save on a Mac or iPad for college. Get Beats. -
Wed, Sep 25, 2019 3:00 pm





Email Campaign Reports September 2019

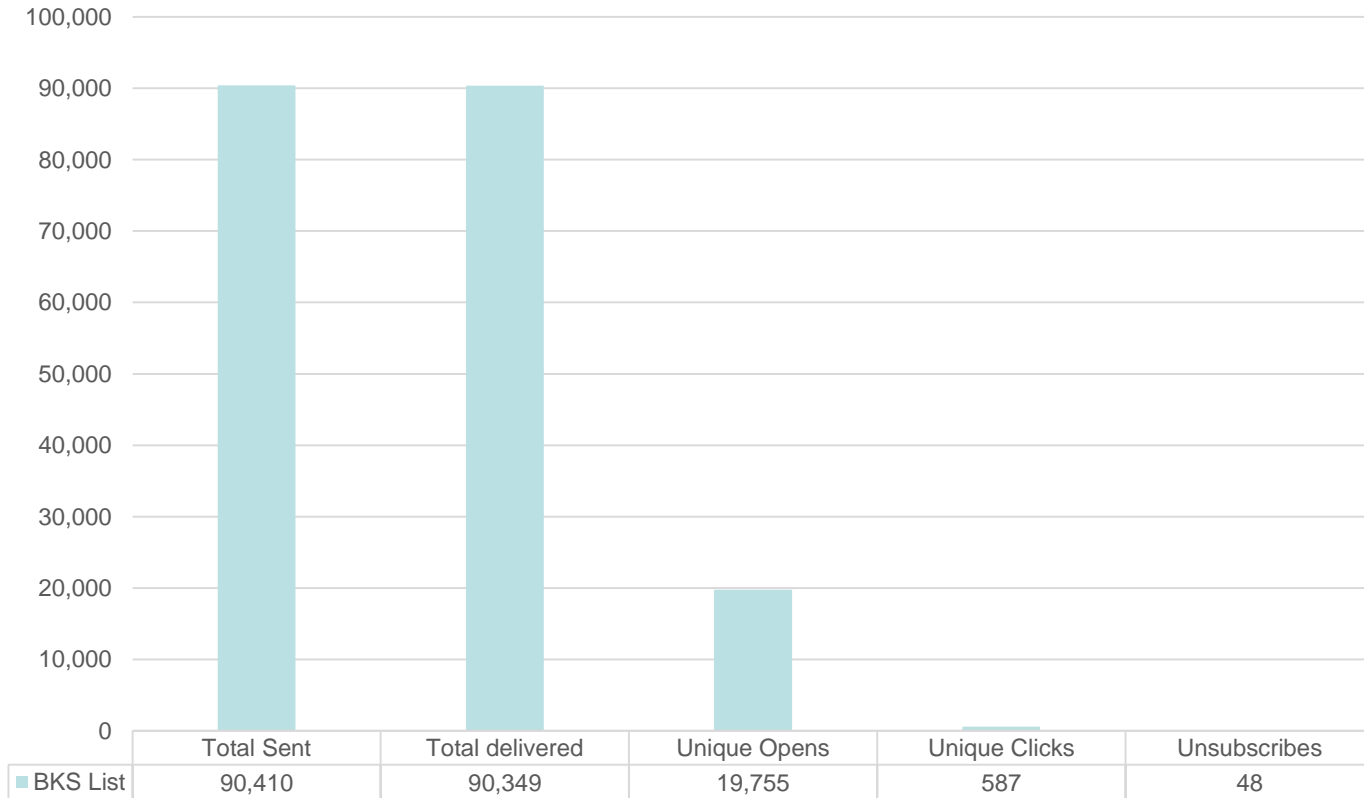
Savings End Tomorrow! Save on a Mac or iPad for college. Get Beats. -
09/25/2019





Email Campaign Reports September 2019

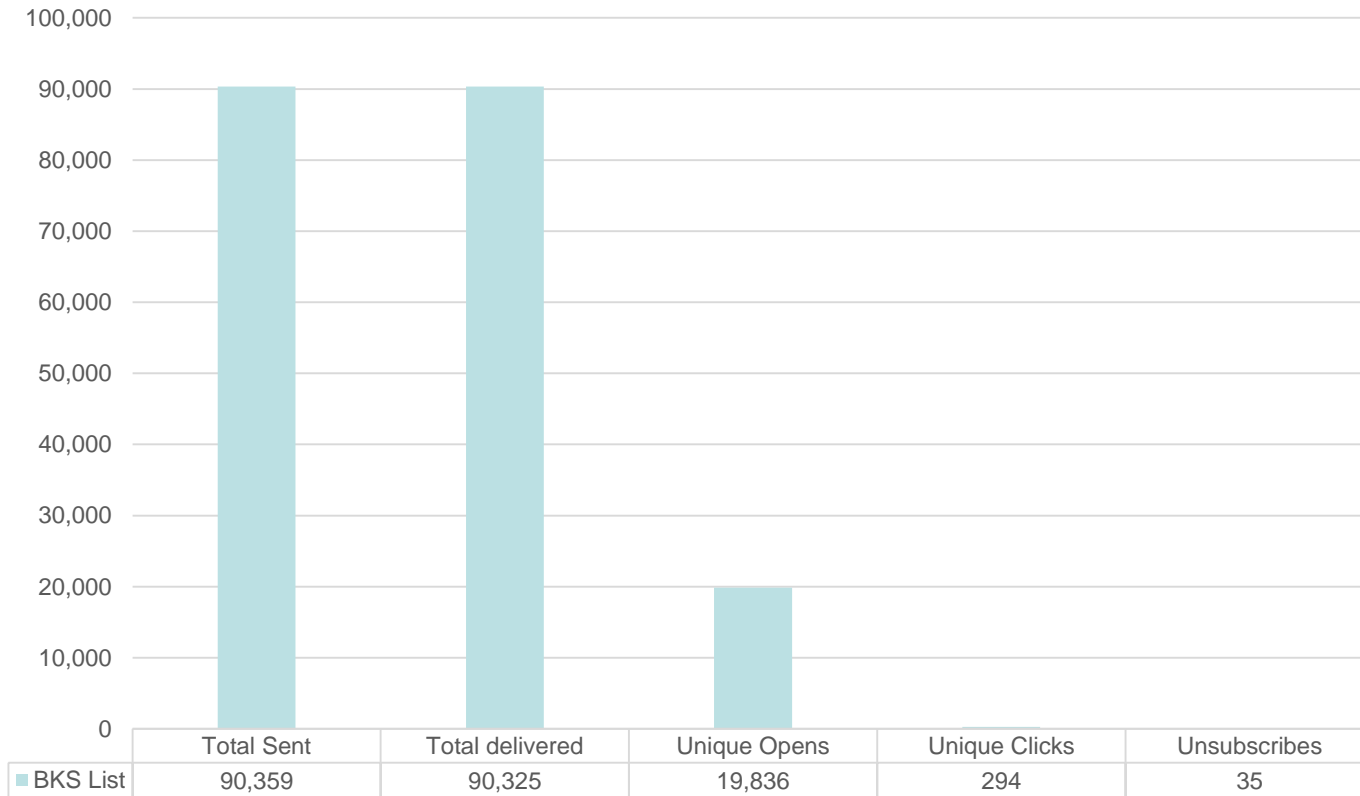
Boody - 09/26/2019





Email Campaign Reports September 2019

The Official Tee of USC 🏆 - 09/28/2019





Thank You !!