## USCAuxiliary Services <br> Anmes

# 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

Total New Requests


## USCAuxiliary Services <br> Information Technology

## Service Desk Reports February 2020

Requests By BU System


## Service Desk Reports February 2020

Open Requests Aging Report


## Service Desk Reports February 2020



## Service Desk Reports February 2020



## USCAuxiliary Services <br> Information Technology

## Service Desk Reports February 2020

\# of Web Requests Closed By Unit


## Website Reports February 2020

February 2020 Traffic Sources - BU Main Sites


## Website Reports February 2020

February 2020 Traffic Sources - HSP Micro Sites


## USCAuxiliary Services <br> Information Technology

## Website Reports February 2020

February 2020 Traffic Sources - Other Sites


## Website Reports February 2020



## Website Reports February 2020

| Web Visits Per Month - HSP Micro Sites |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  |  |  |  |  |
| 3,000 - $\square$ |  |  |  |  |  |  |  |  |
| 2,500 |  |  |  |  |  |  |  |  |
| Number of Visits | 2,000 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  | 1,500 |  |  |  |  |  |  |  |
|  | 1,000 |  |  |  |  |  |  |  |
|  | 500 |  |  |  |  |  |  |  |
|  | - | McKays | The Lab | Moreton Fig | Rosso Oro's Pizzeria | Seeds Marketpla ce | Traditions | The Edmondso n |
|  | $\square$ Aug-19 | 606 | 2,471 | 692 | 426 | - | 218 | 207 |
|  | $\square$ Sep-19 | 670 | 2,815 | 881 | 542 | - | 367 | 224 |
|  | $\square$ Oct-19 | 656 | 2,766 | 1,024 | 650 | - | 348 | 183 |
|  | $\square$ Nov-19 | 486 | 2,698 | 818 | 604 | - | 266 | 172 |
|  | $\square$ Dec-19 | 370 | 1,559 | 534 | 530 | - | 278 | 155 |
|  | $\square$ Jan-20 | 510 | 1,832 | 703 | 442 | - | 181 | 207 |
|  | $\square$ Feb-20 | 536 | 2,288 | 962 | 537 | - | 183 | 202 |

## Website Reports February 2020

Web Visits Per Month - Other Sites


## Website Reports February 2020



## 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<br>10 Most Purchased Products- February 2020



- Shield Sash W/ class of 2020
- USC Shield Alumni License Plate Frame Chrome

■SC Interlock CORE LANYARD

■ Logo Sash W/ class of 2020

■ USC Arch Mens TT Crew Fleece Cardinal

■ USC Arch Value Canvas Tote

- Trojans Tommy Unisex React Element 55 Shoes HOL19 Cardinal

■. 2020 Souvenir Tassels Cardinal \& Gold

- USC Arch Mens TT Crew Fleece Black

■. USC Shield Trojans License Plate Frame Chrome

# 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

Save on a Mac or iPad for college. Get Beats. - Mon, Sep 02, 2019 7:00 pm


## Email Campaign Reports September 2019

Labor Day Savings End Soon! - Tue, Sep 03, 2019 11:15 am


## 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
3,000


## 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
3,000


## 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! $\square$ - 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
3,000


## 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

$\mathcal{F}$ 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 |  |
| :--- |
| $\circledR$ |



## USCAuxiliary Services

## Thank You !!

