



AS IT MONTHLY REPORTS

For July 2020

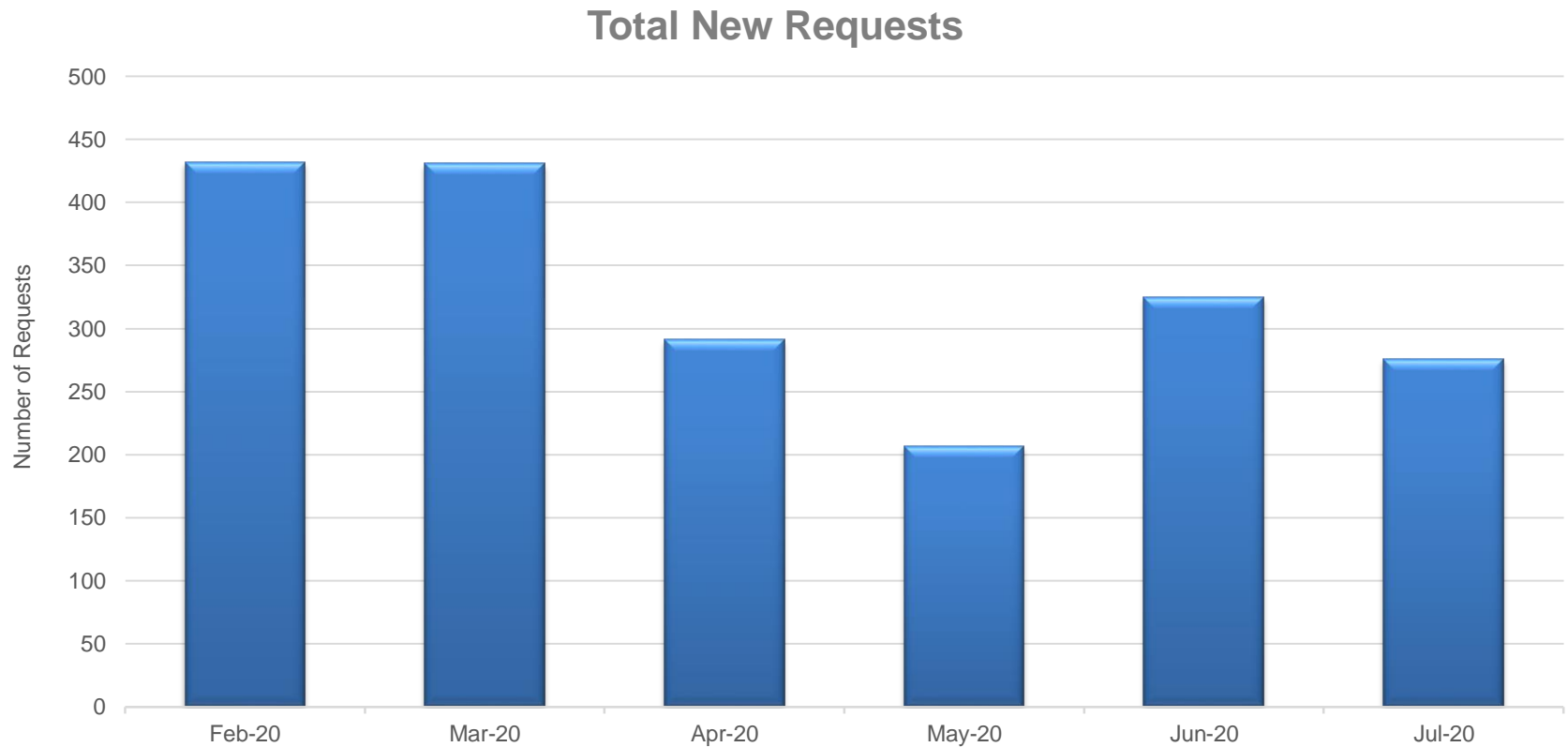


Agenda

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



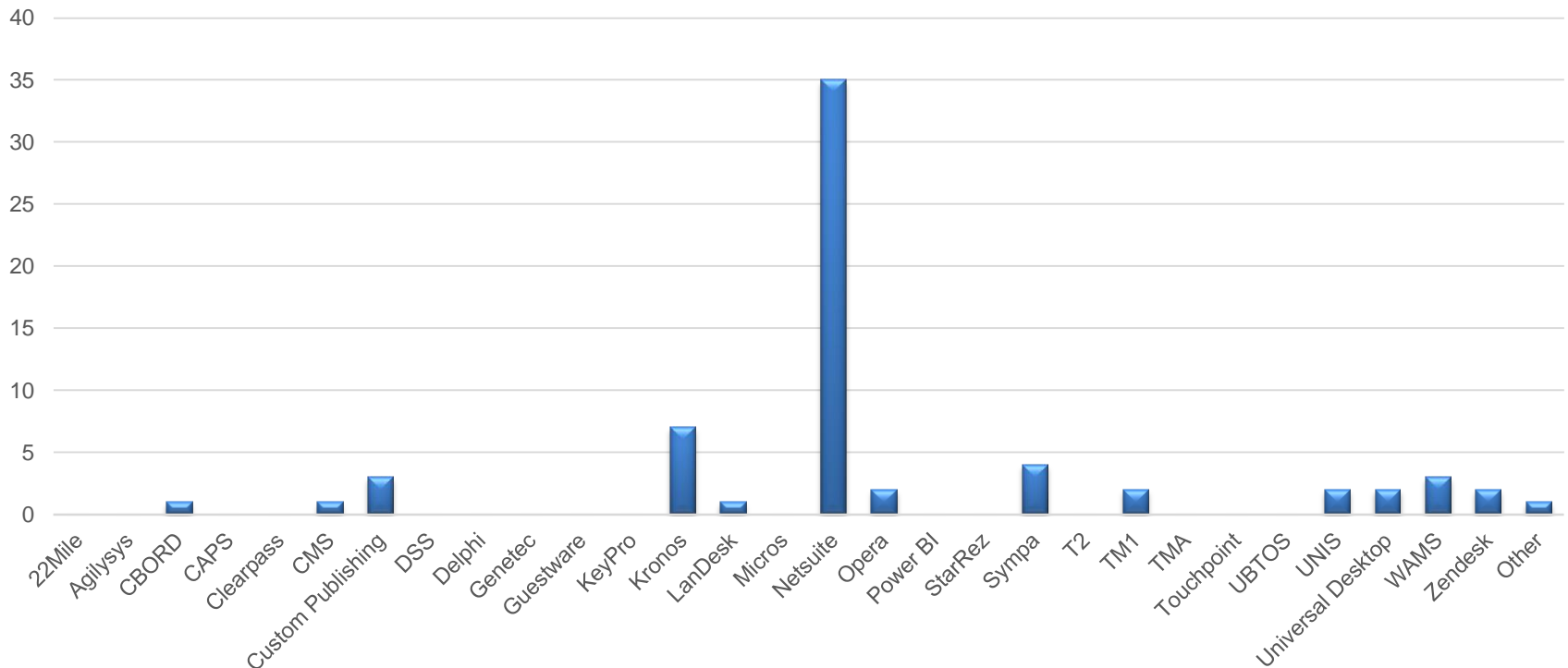
Service Desk Reports July 2020





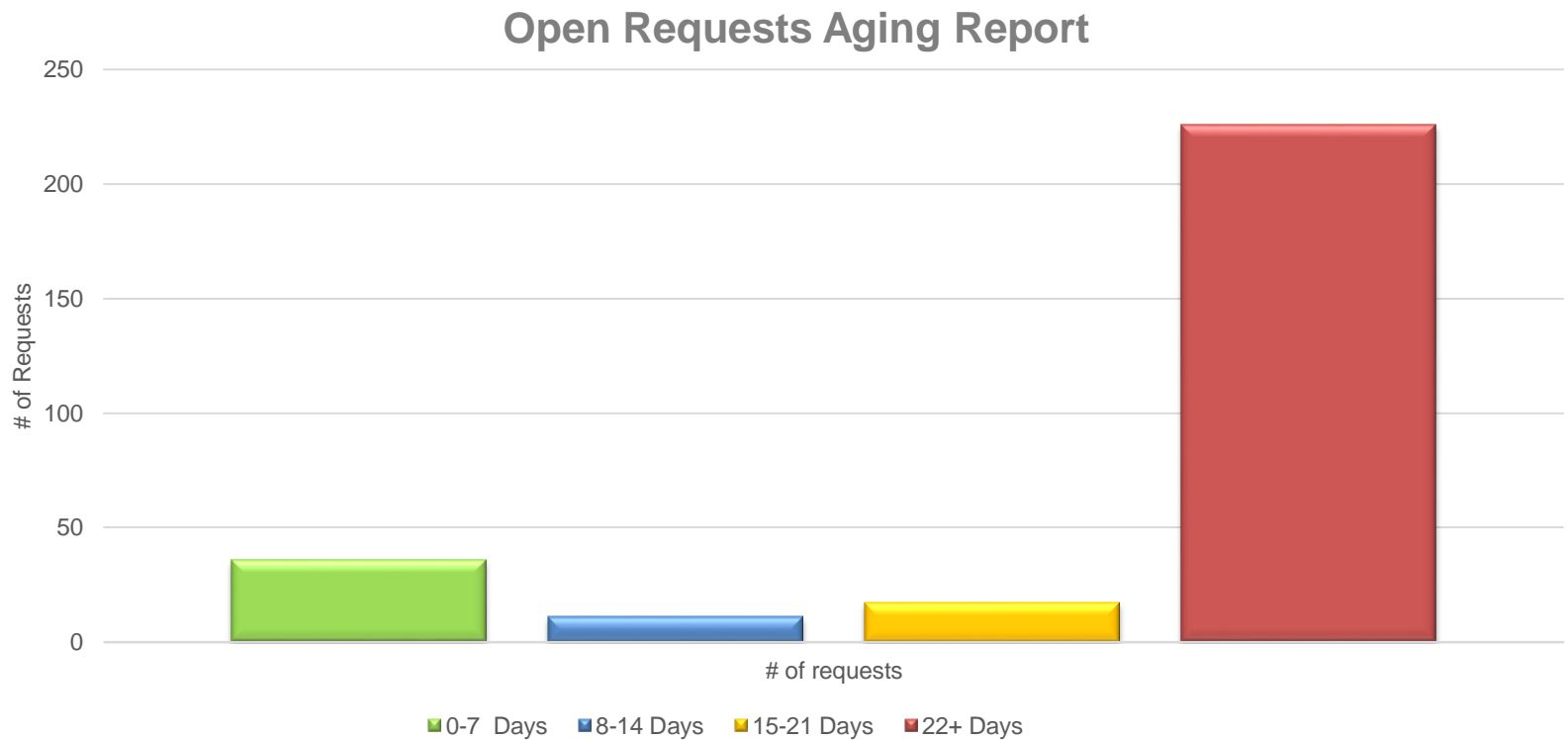
Service Desk Reports July 2020

Requests By BU System





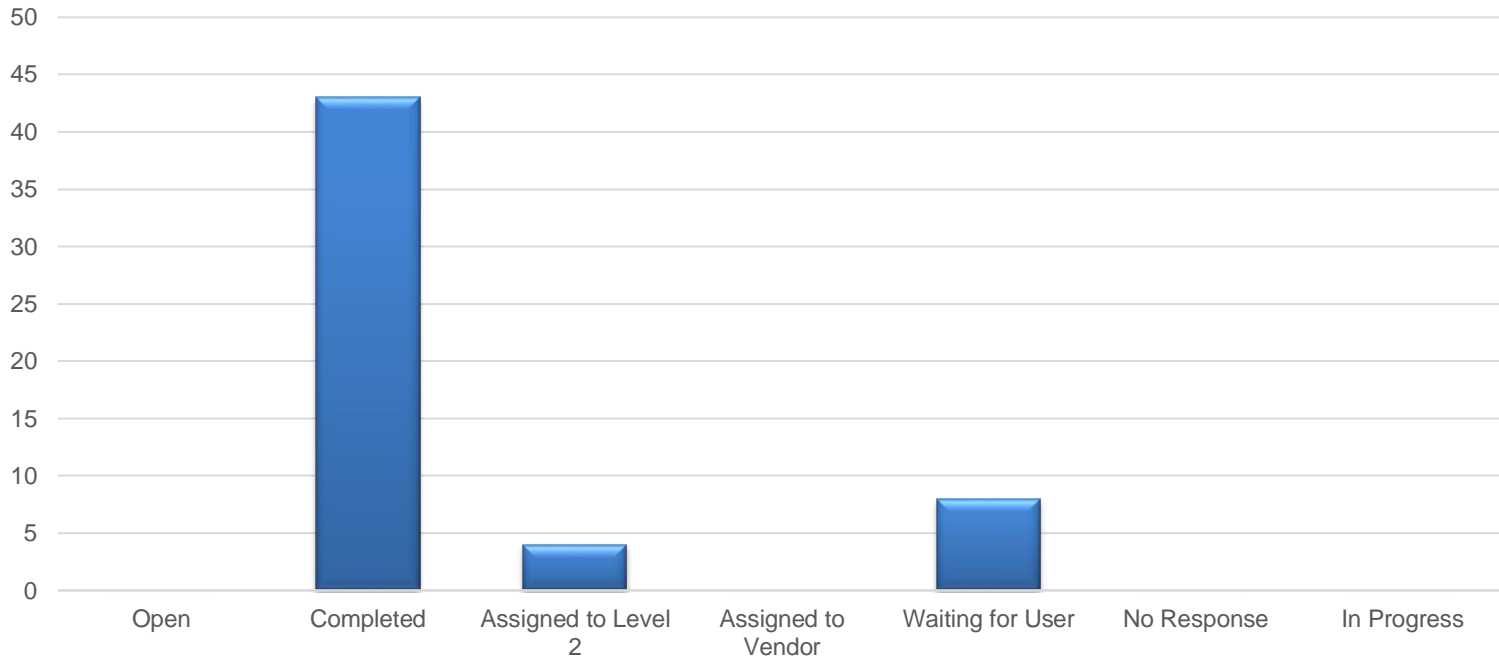
Service Desk Reports July 2020





Service Desk Reports July 2020

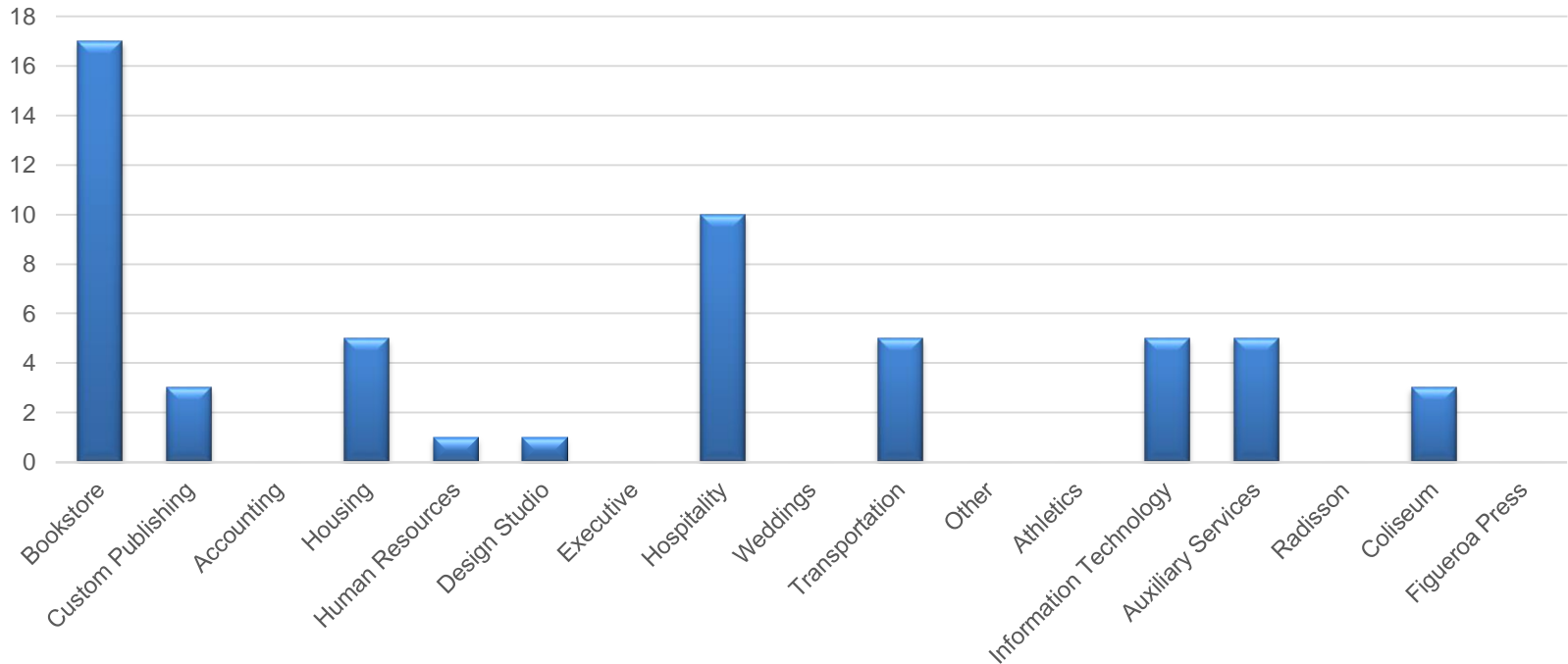
of Web Requests Opened By Status





Service Desk Reports July 2020

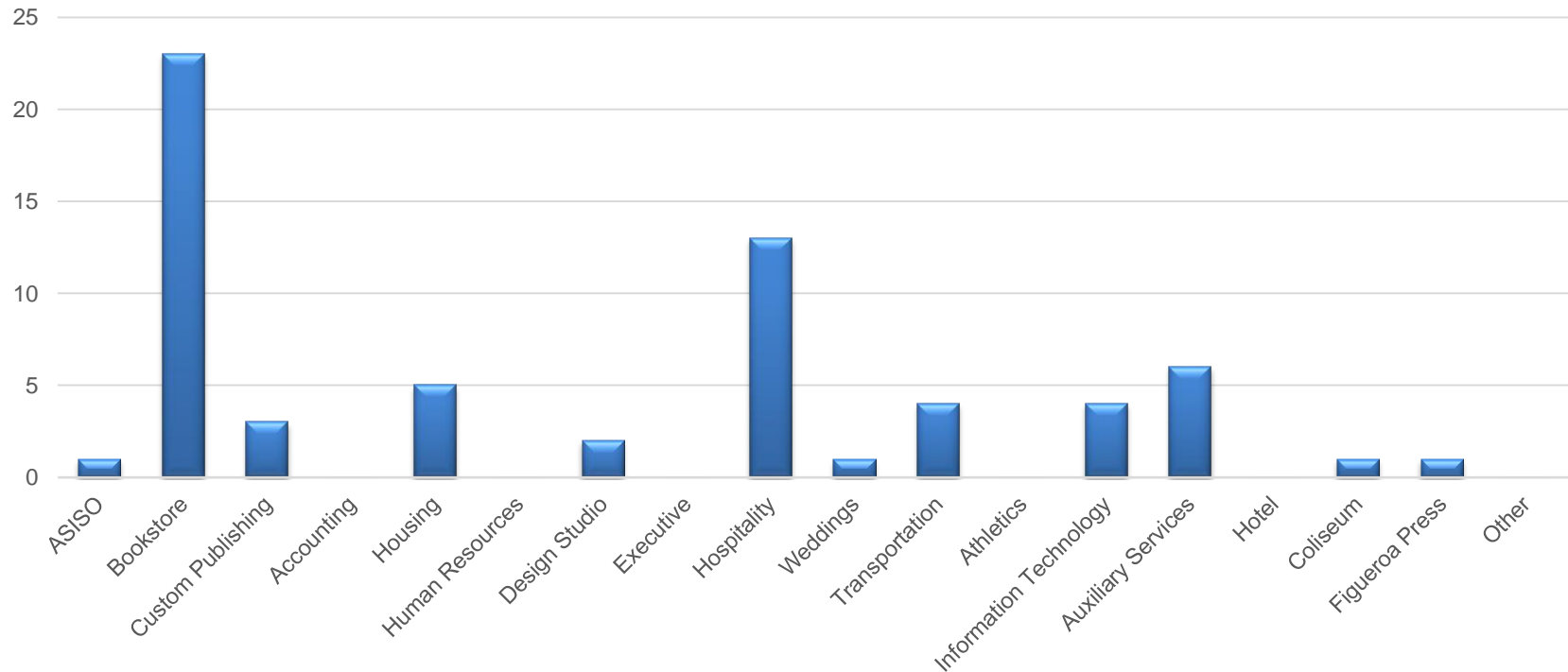
of Web Requests Opened By Unit





Service Desk Reports July 2020

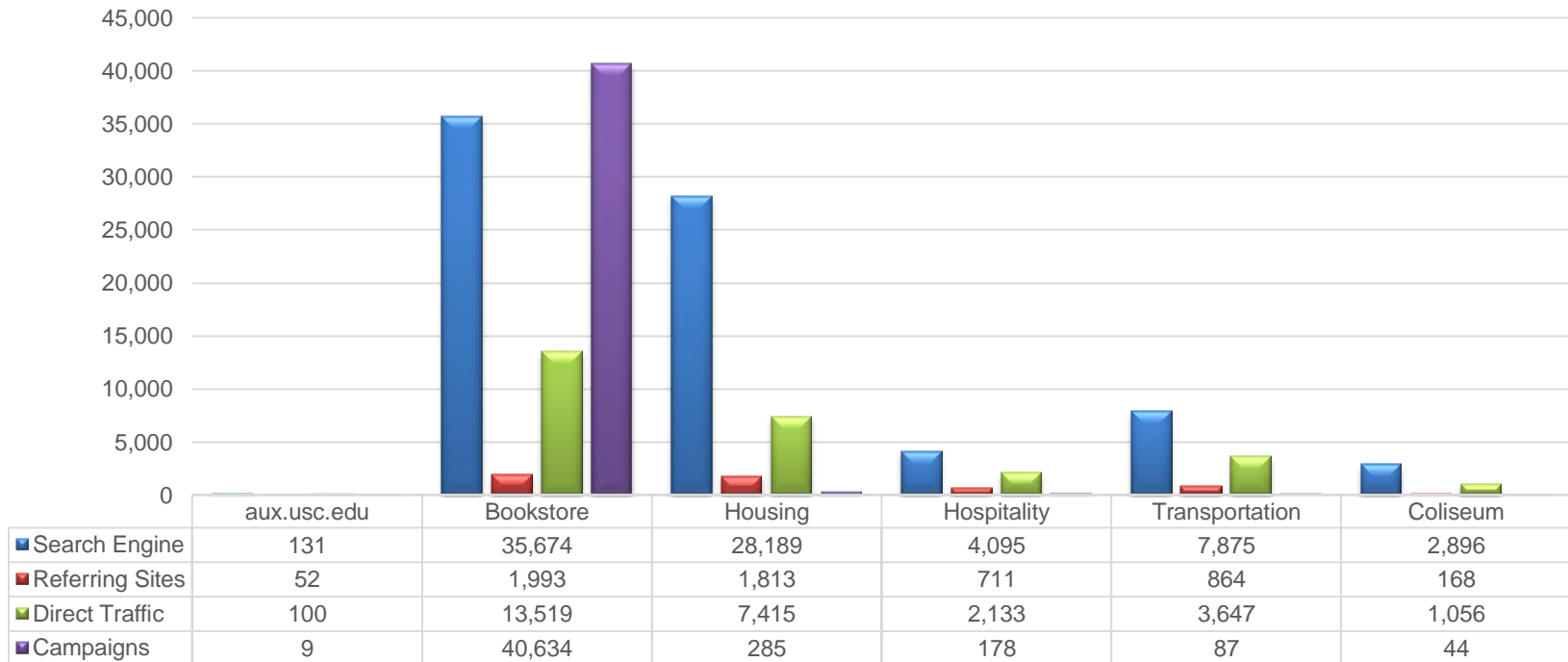
of Web Requests Closed By Unit





Website Reports July 2020

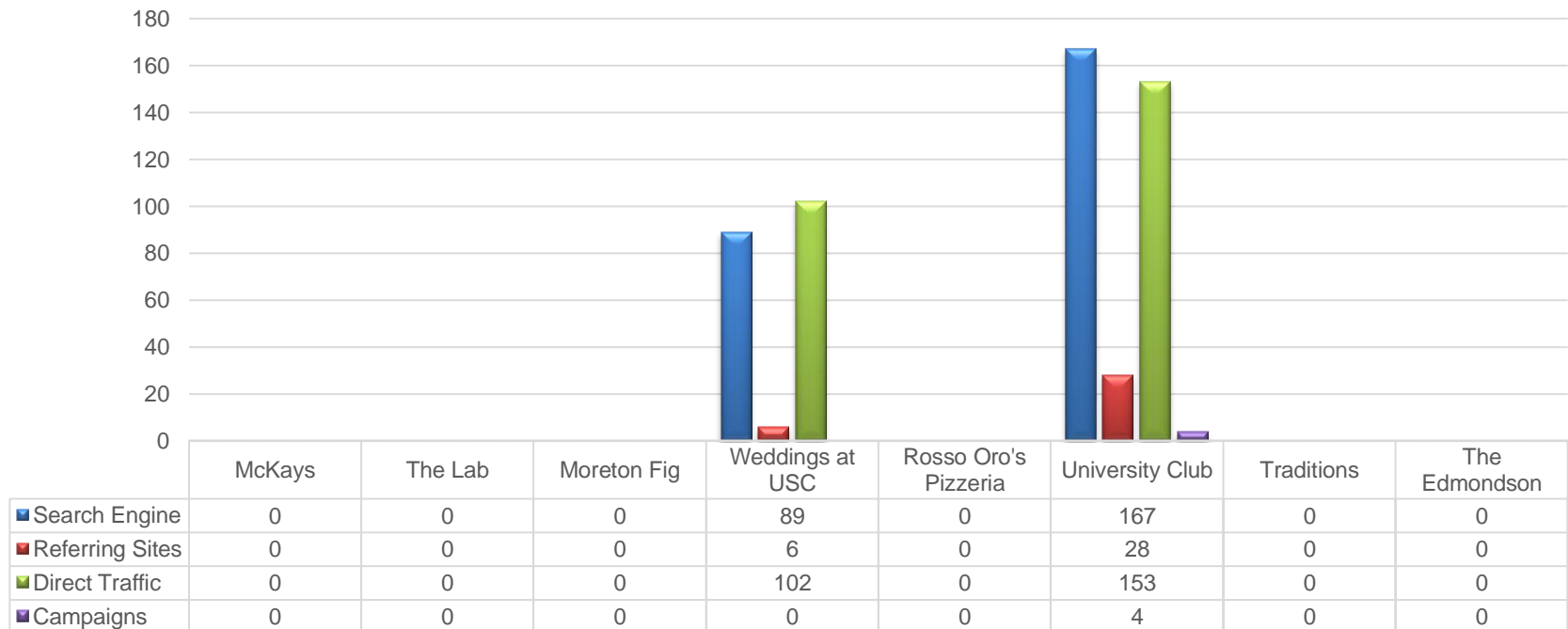
July 2020 Traffic Sources - BU Main Sites





Website Reports July 2020

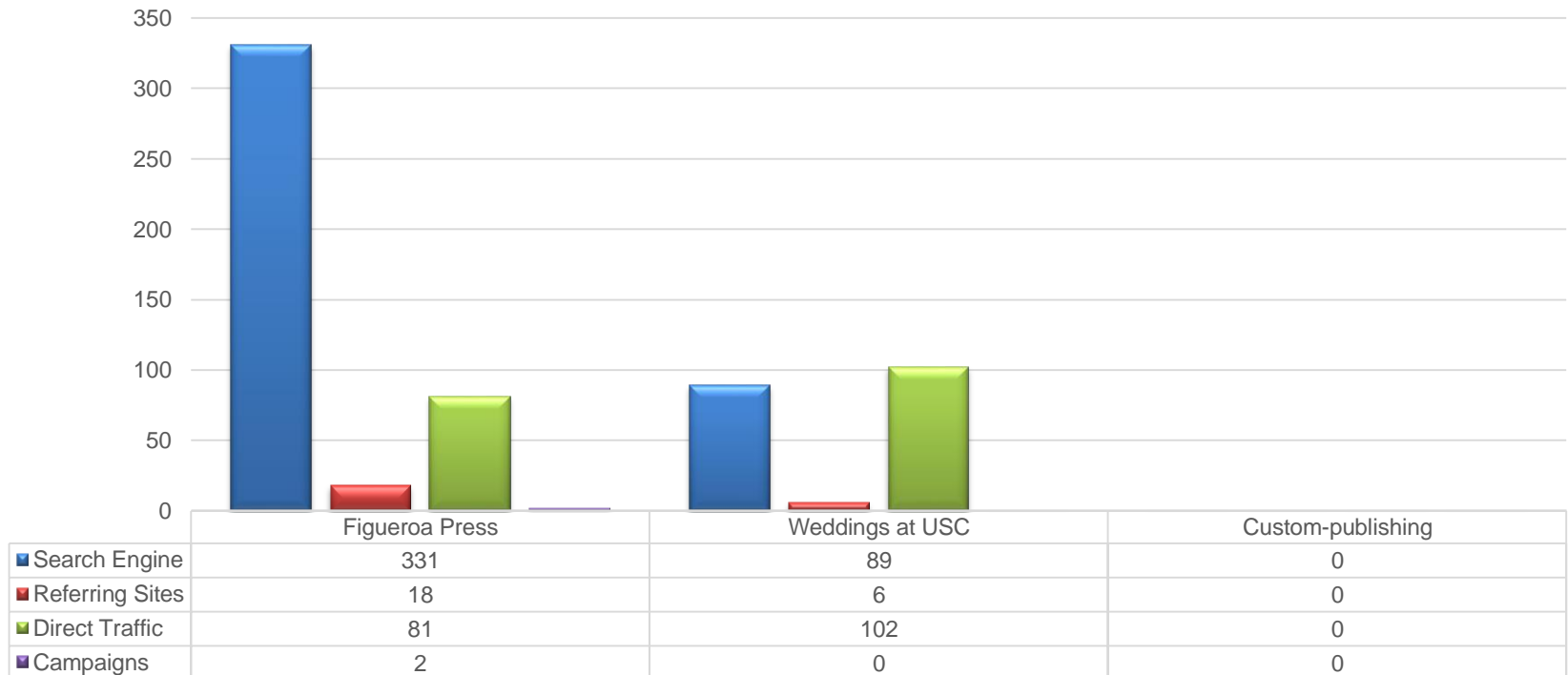
July 2020 Traffic Sources - HSP Micro Sites





Website Reports July 2020

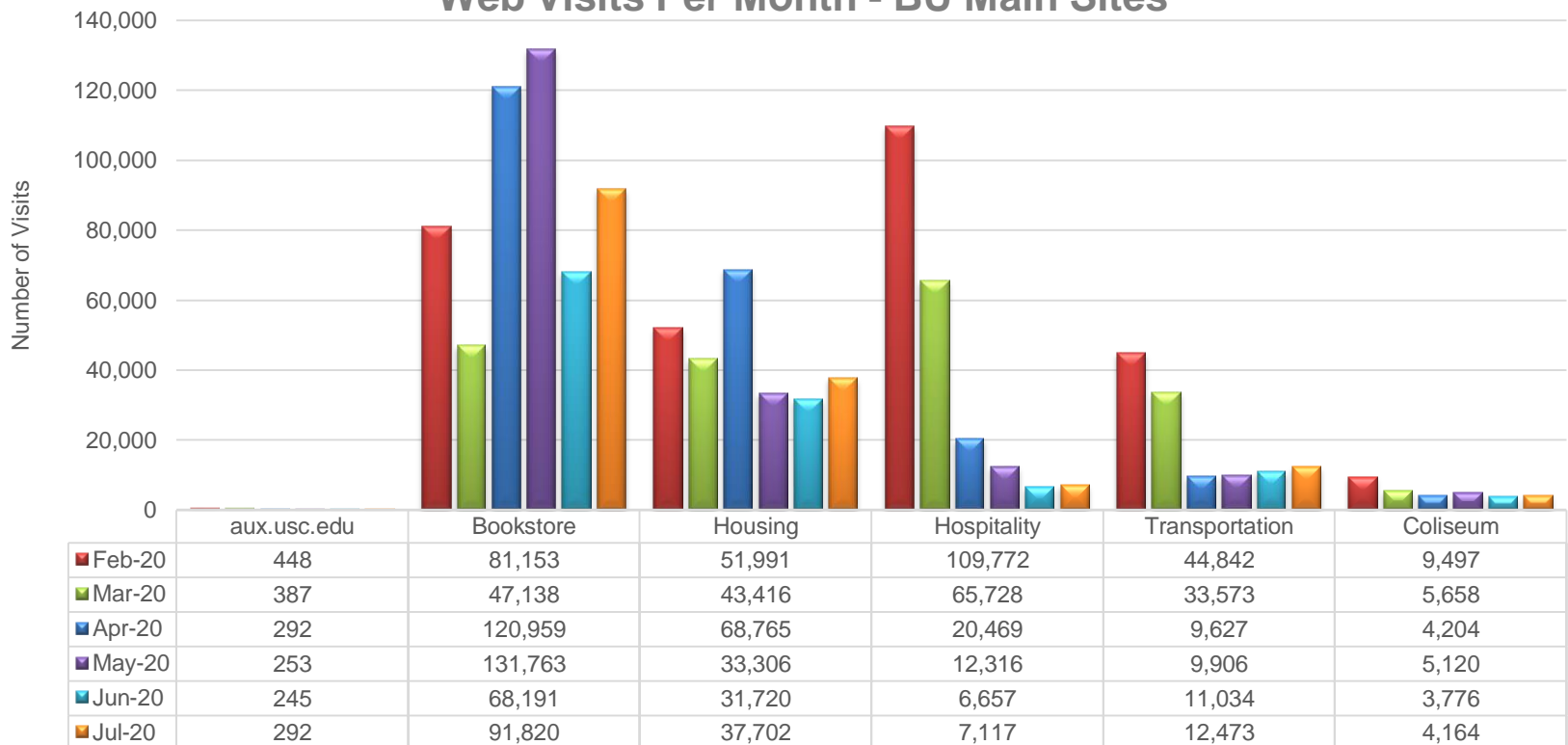
July 2020 Traffic Sources - Other Sites





Website Reports July 2020

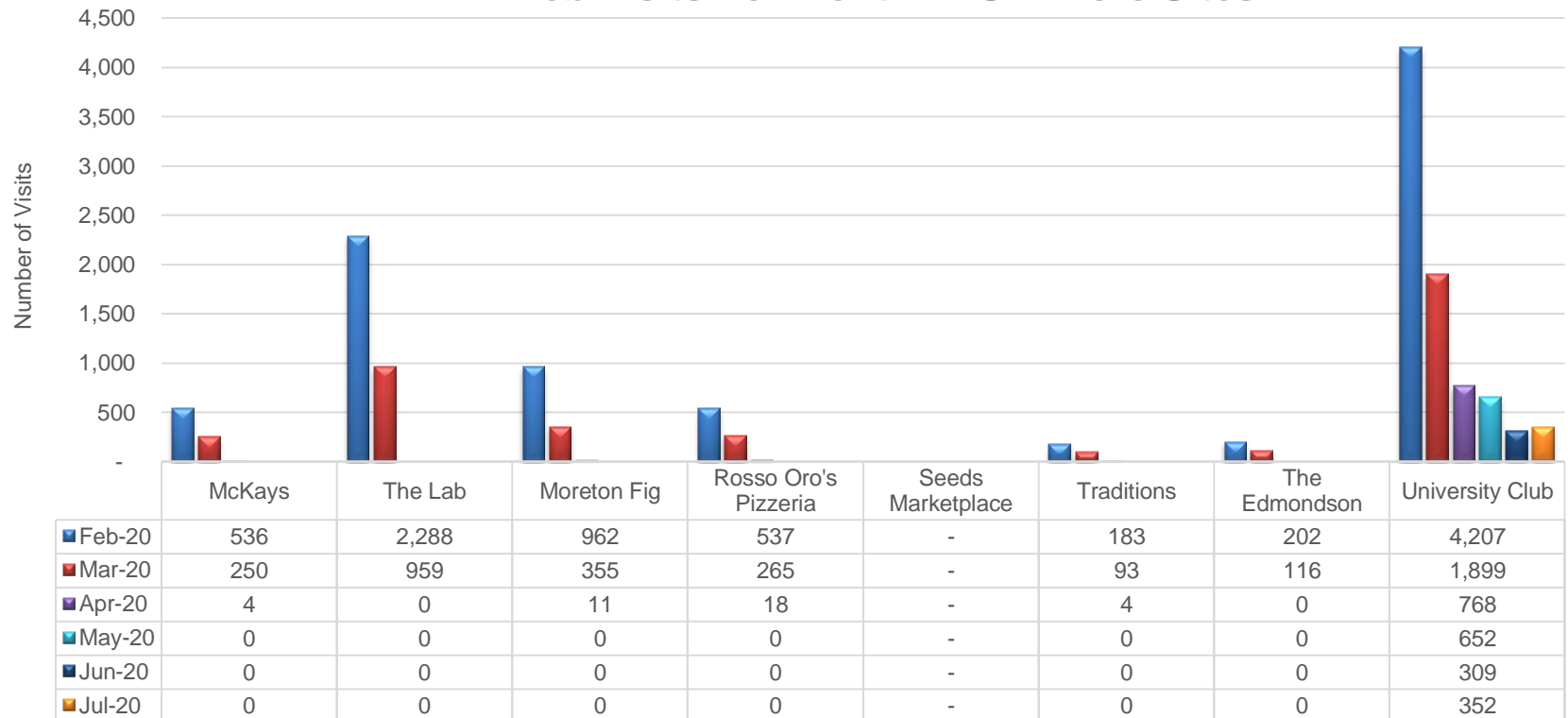
Web Visits Per Month - BU Main Sites





Website Reports July 2020

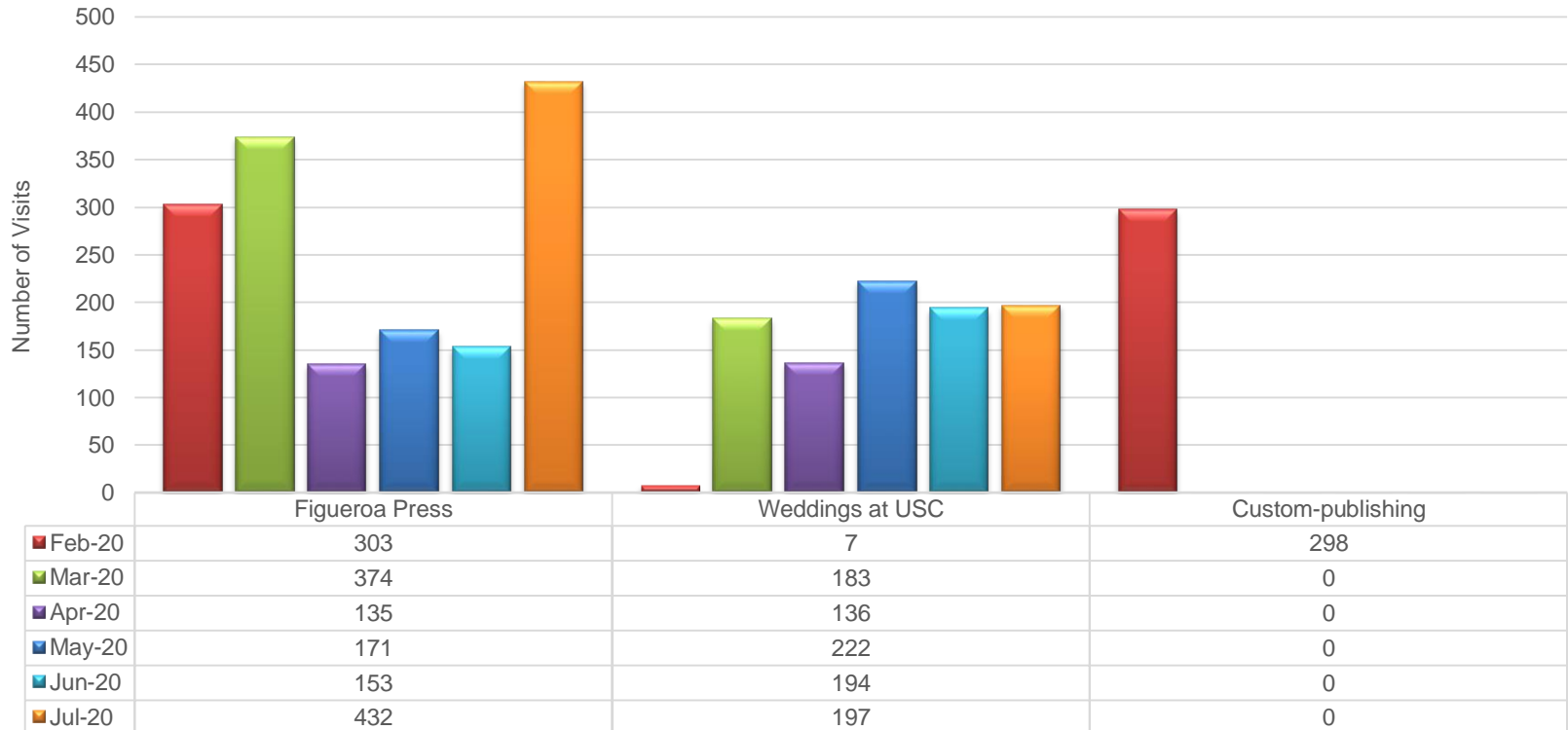
Web Visits Per Month - HSP Micro Sites





Website Reports July 2020

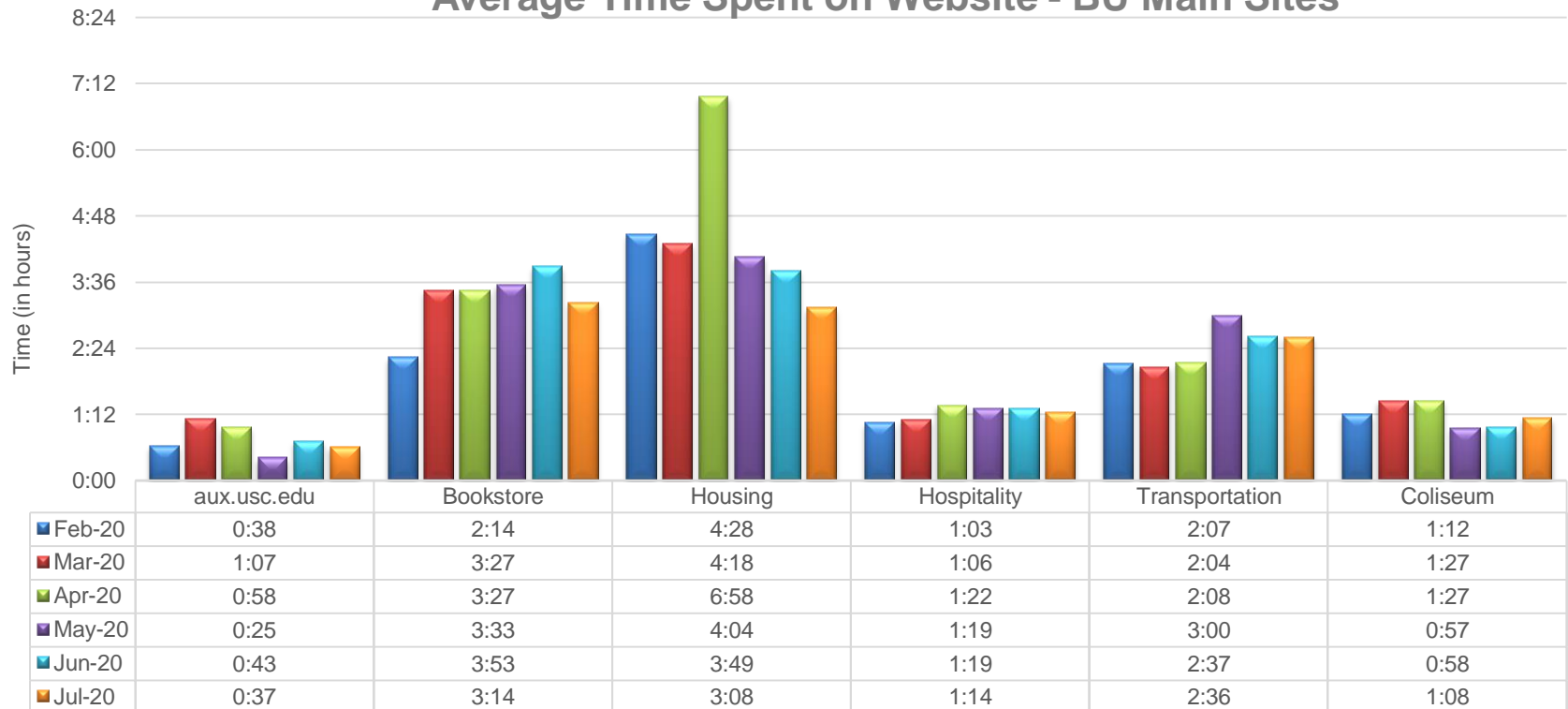
Web Visits Per Month - Other Sites





Website Reports July 2020

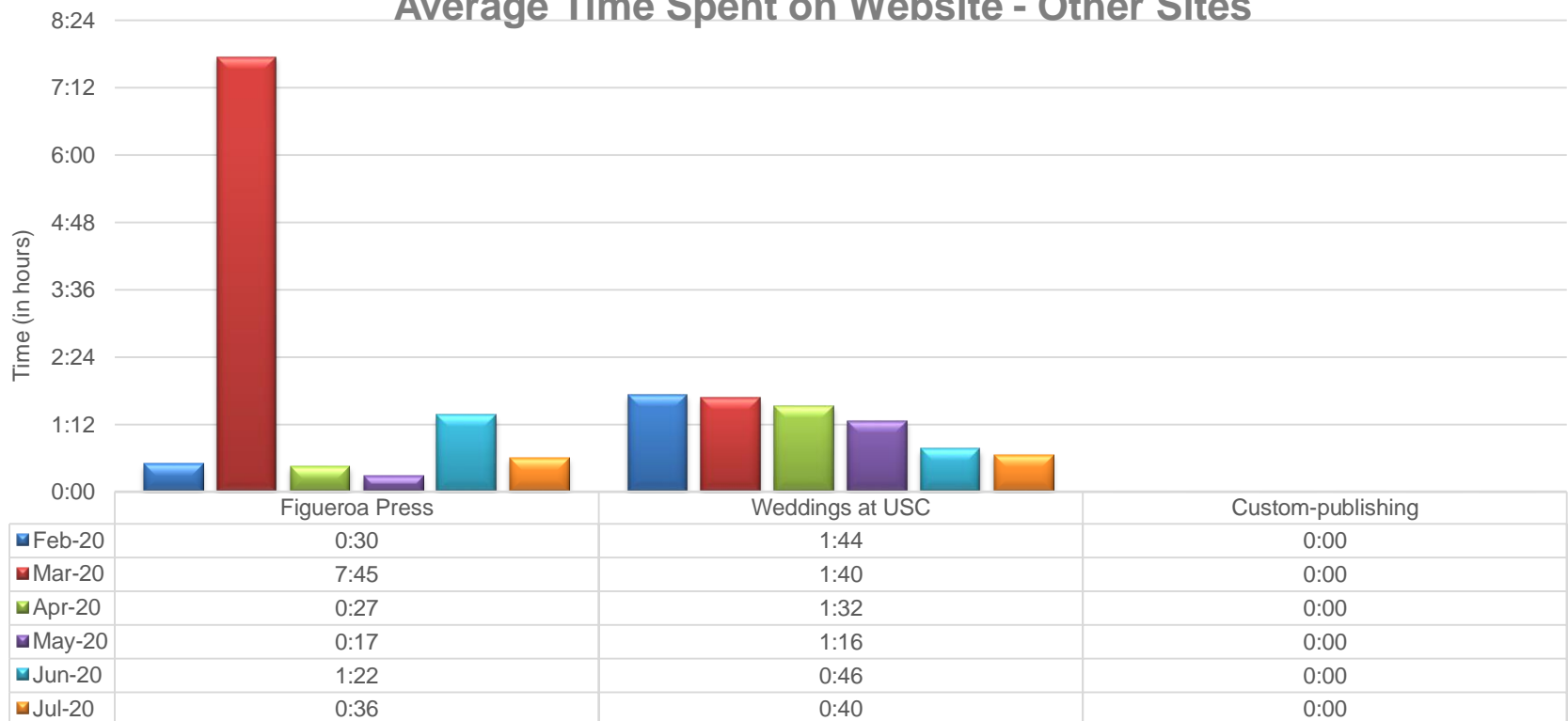
Average Time Spent on Website - BU Main Sites





Website Reports July 2020

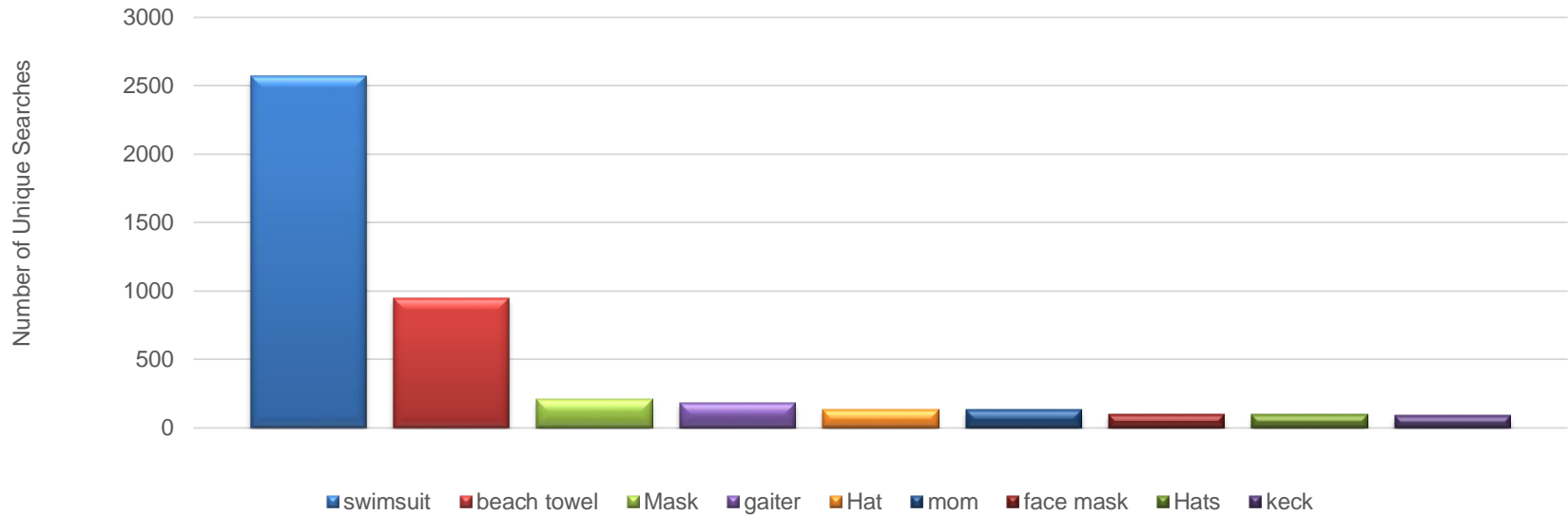
Average Time Spent on Website - Other Sites





Website Reports July 2020

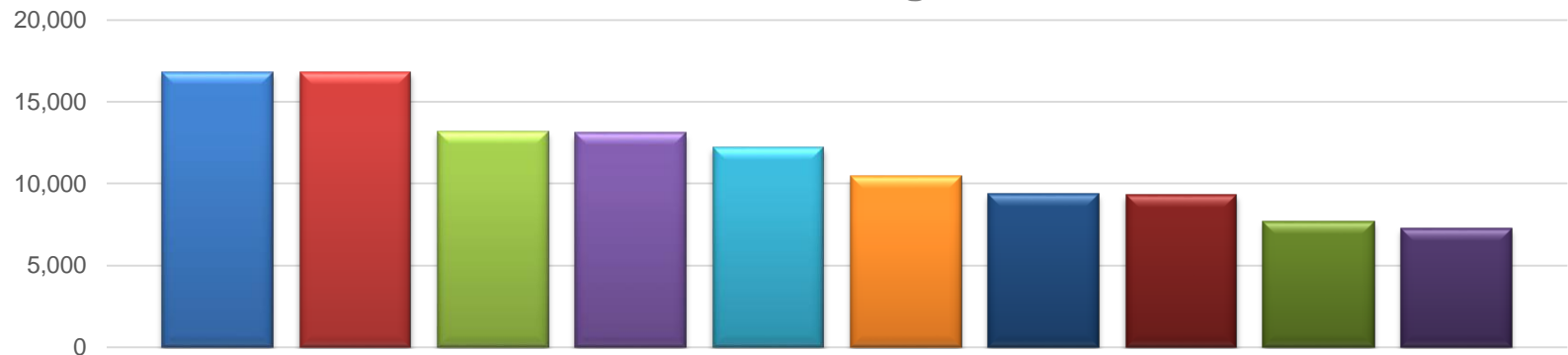
Bookstore Charts 10 Most Searched Items July 2020





Website Reports July 2020

Bookstore Charts 10 Most Viewed Pages

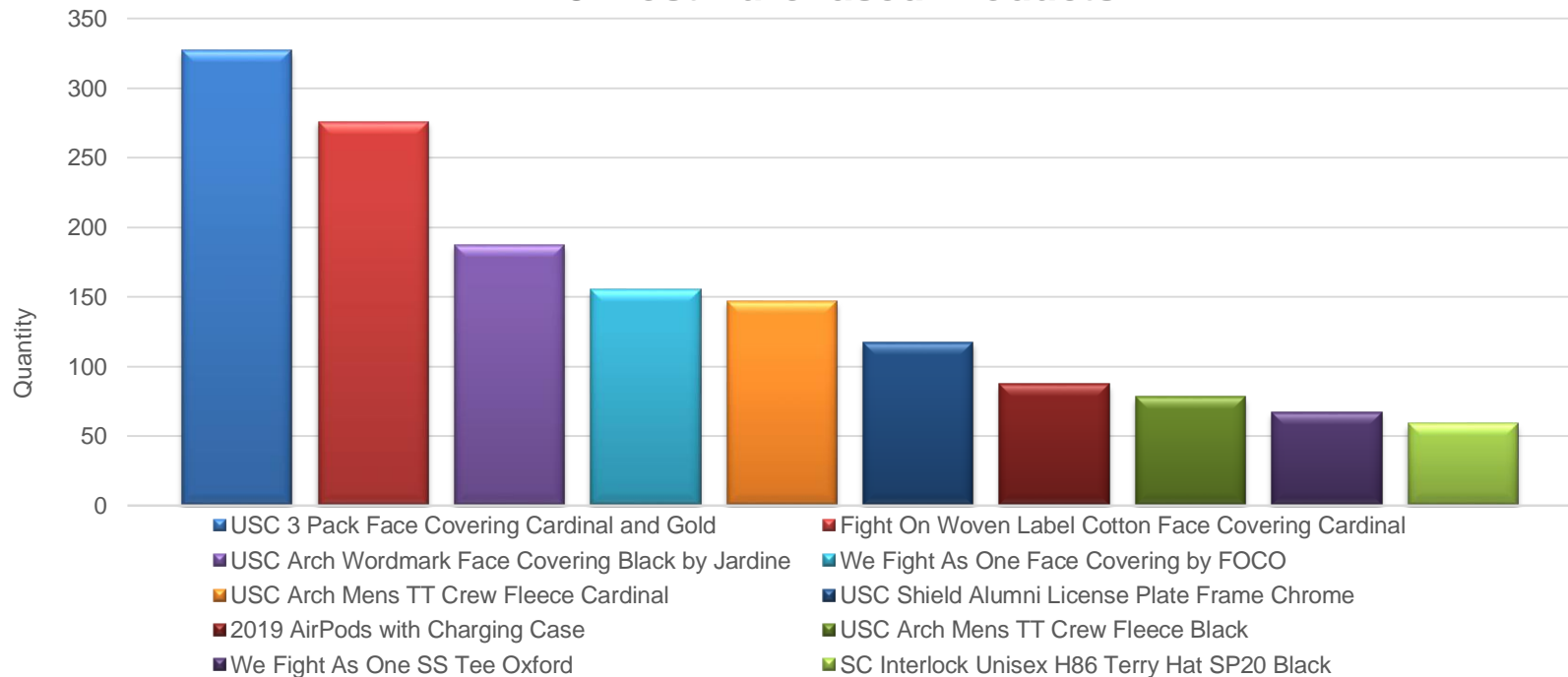


- Apple BTS
- Shopping Cart
- Back to School Fall 2020
- USC Trojan Basics Heritage Tackle Twill Fleece Sweatshirt | USC Bookstores
- Log in | Register
- Official USC Trojans Men's T-Shirts, USC Shirt, USC Tank Tops | USC Bookstores
- Official USC Trojans Face Coverings | USC Bookstores
- Official USC Trojans Women's Shirts and Tops, USC Tube Top, USC Crop Top | USC Bookstores
- Official USC Trojans Hoodies & Sweatshirts, USC Sweater, USC Pullover | USC Bookstores
- Choose Shipping Address



Website Reports July 2020

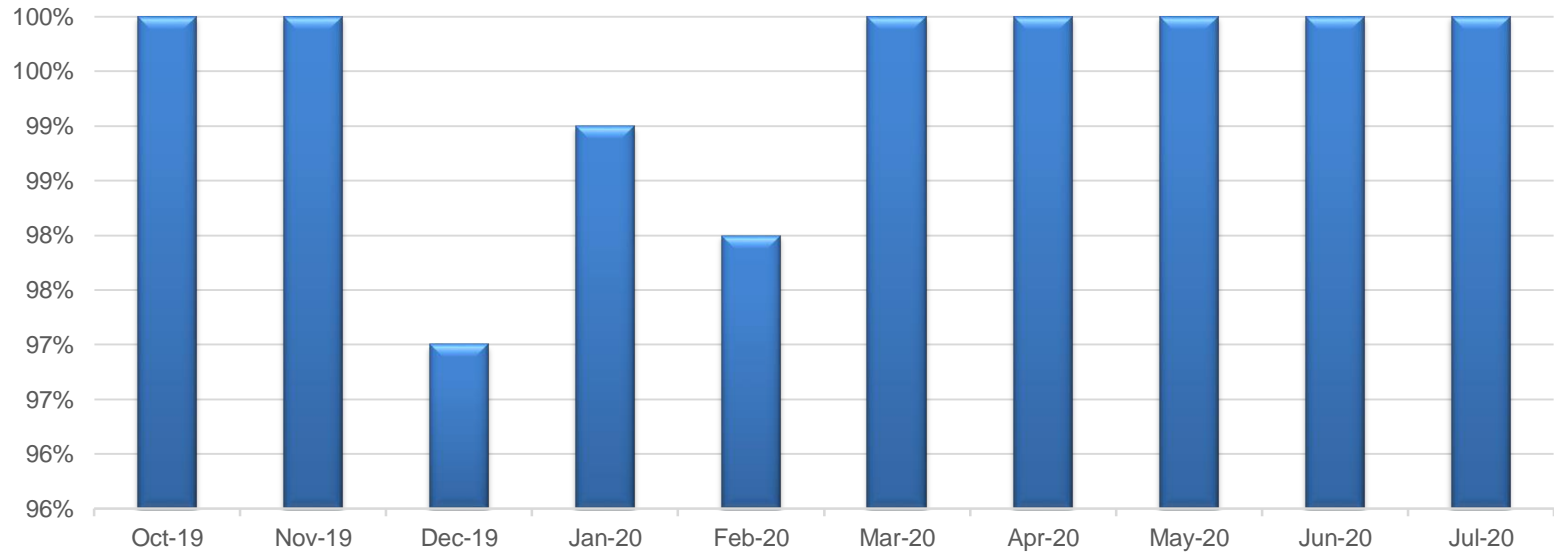
Bookstore Charts 10 Most Purchased Products





Customer Satisfaction Report July 2020

Customer Satisfaction





Thank You !!