



AS IT MONTHLY REPORTS

For June 2020

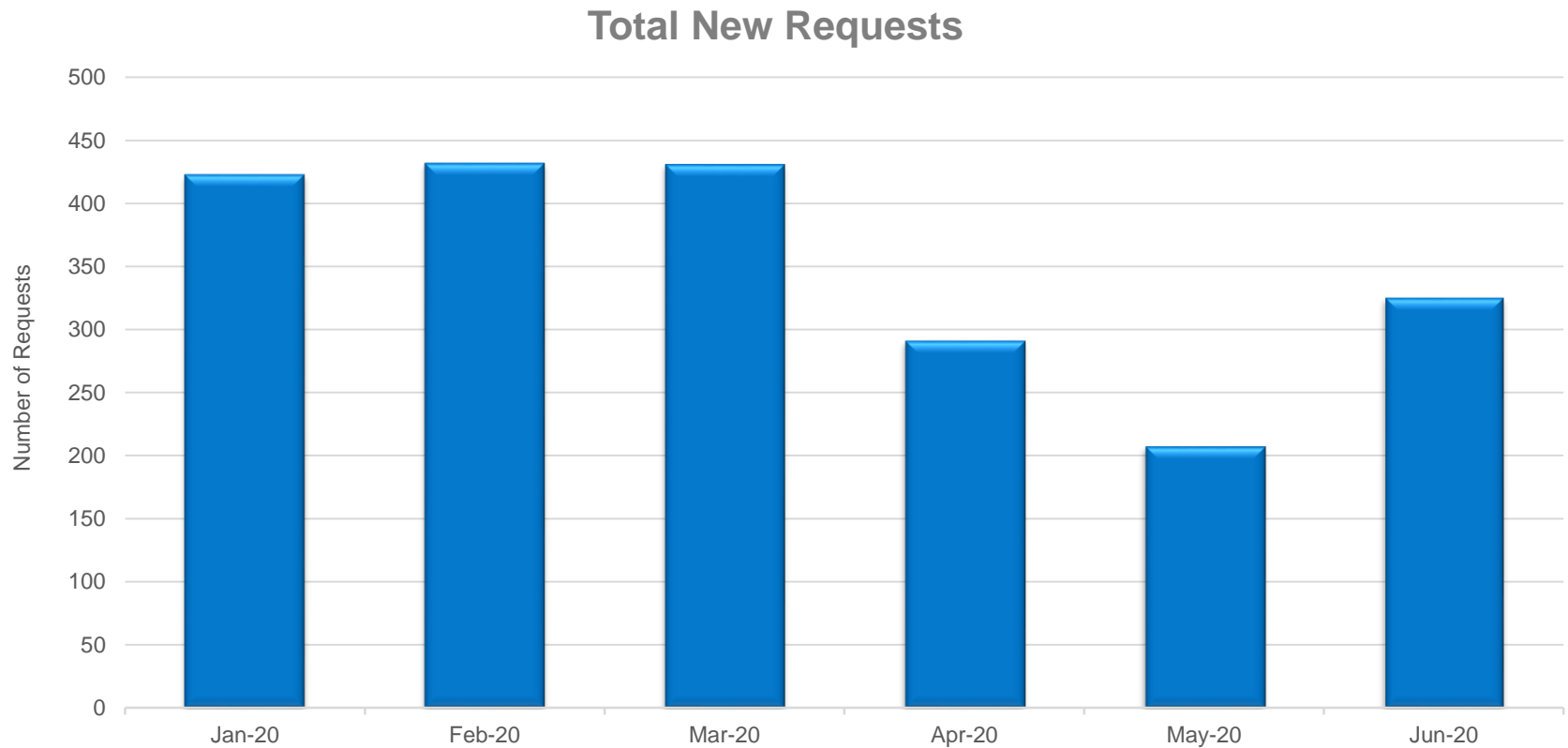


Agenda

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



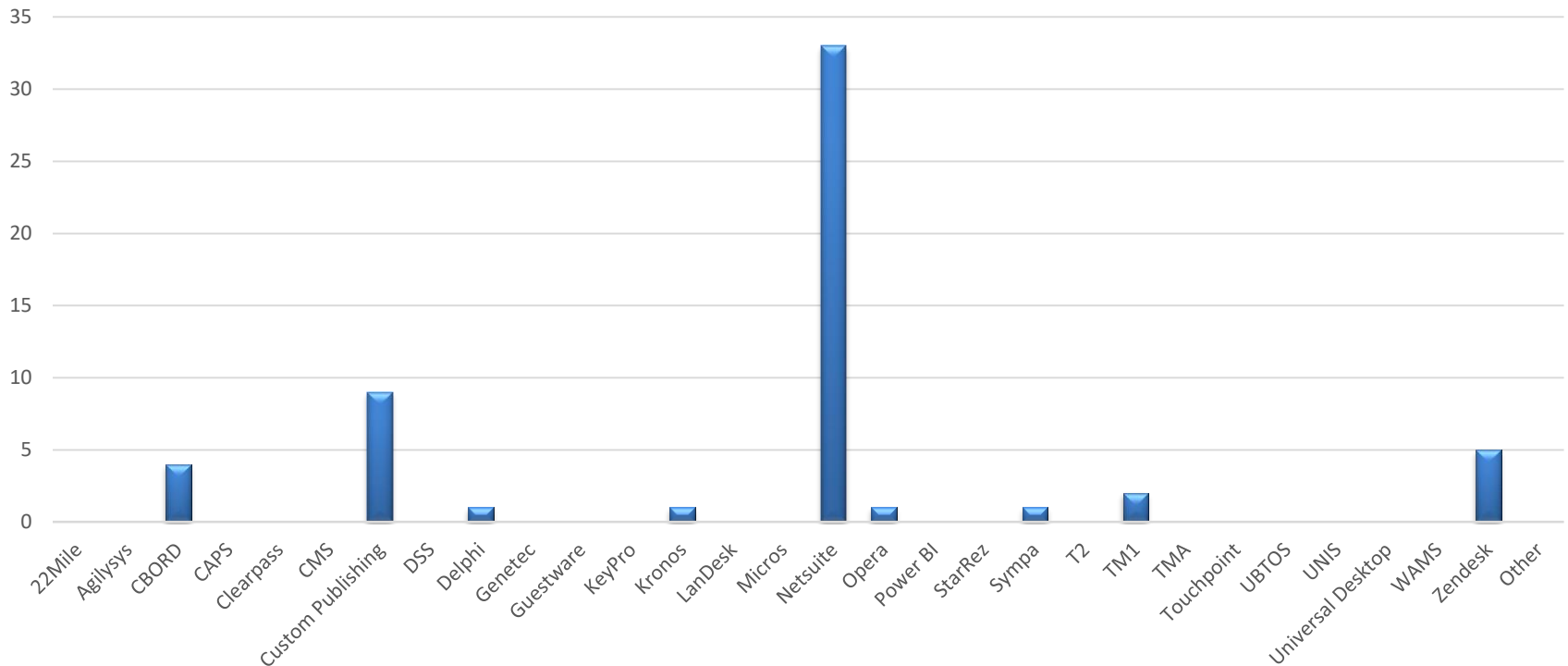
Service Desk Reports June 2020





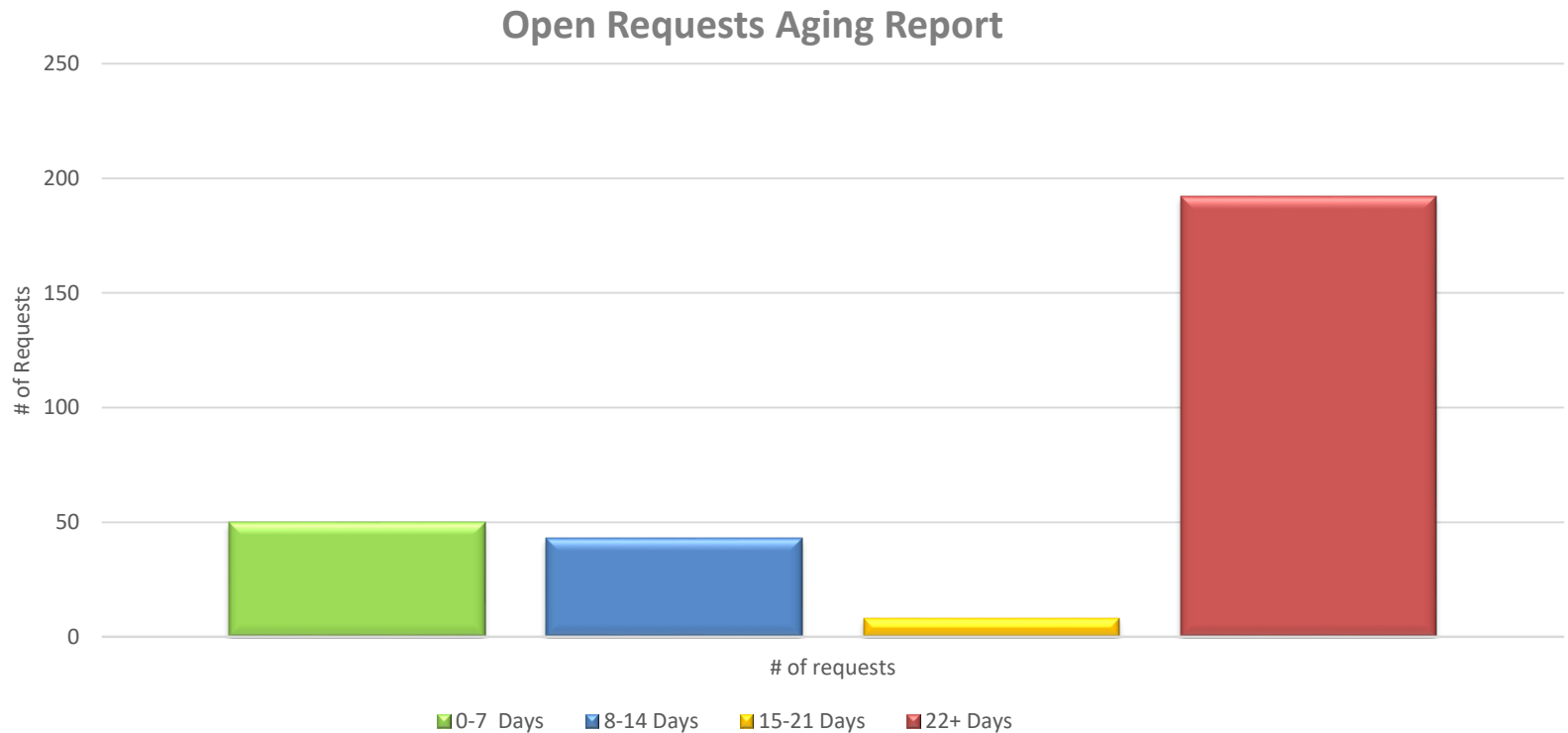
Service Desk Reports June 2020

Requests By BU System





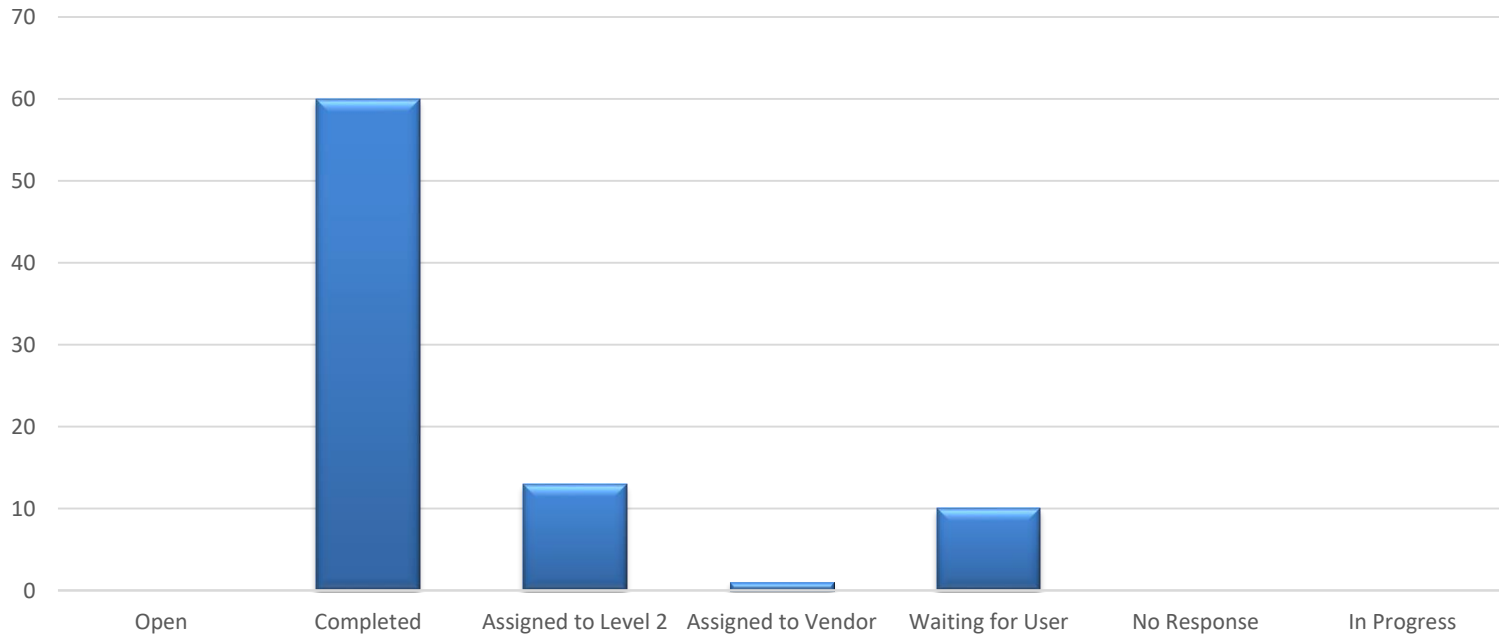
Service Desk Reports June 2020





Service Desk Reports June 2020

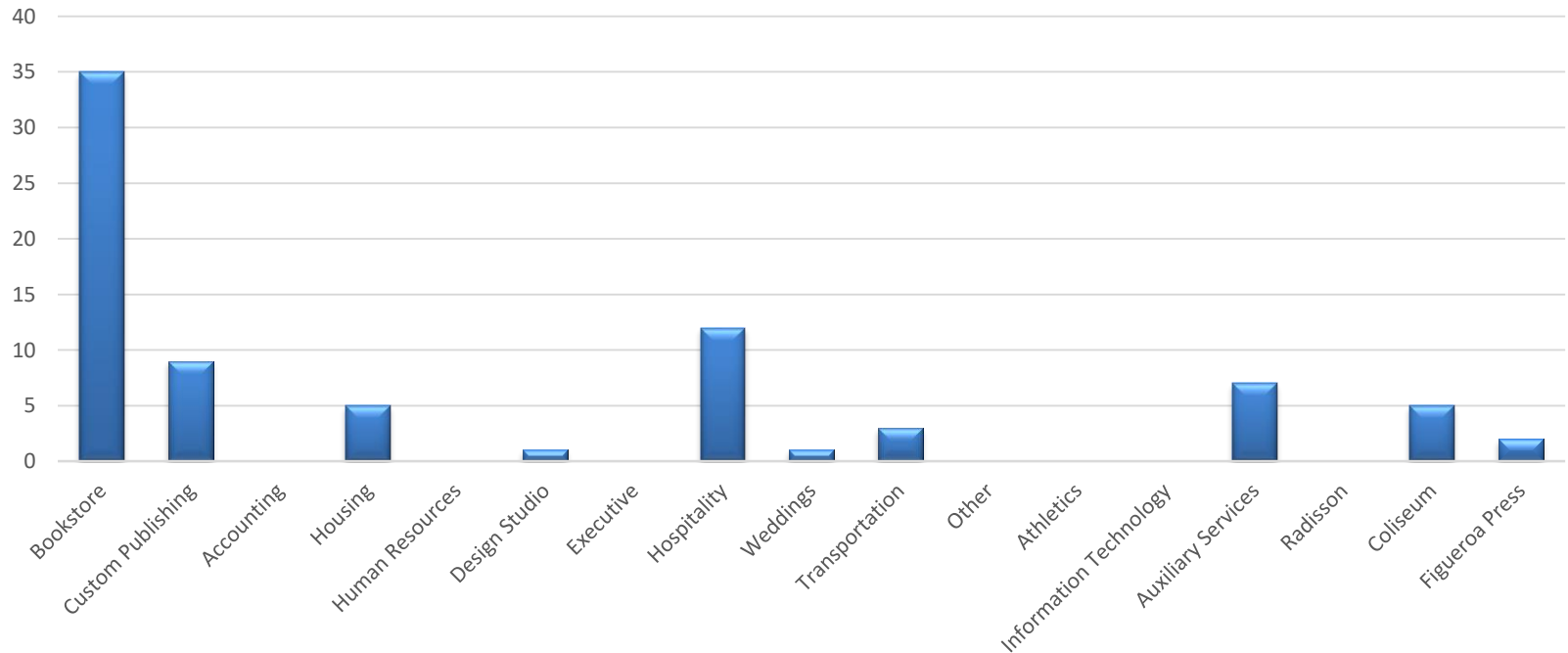
of Web Requests Opened By Status





Service Desk Reports June 2020

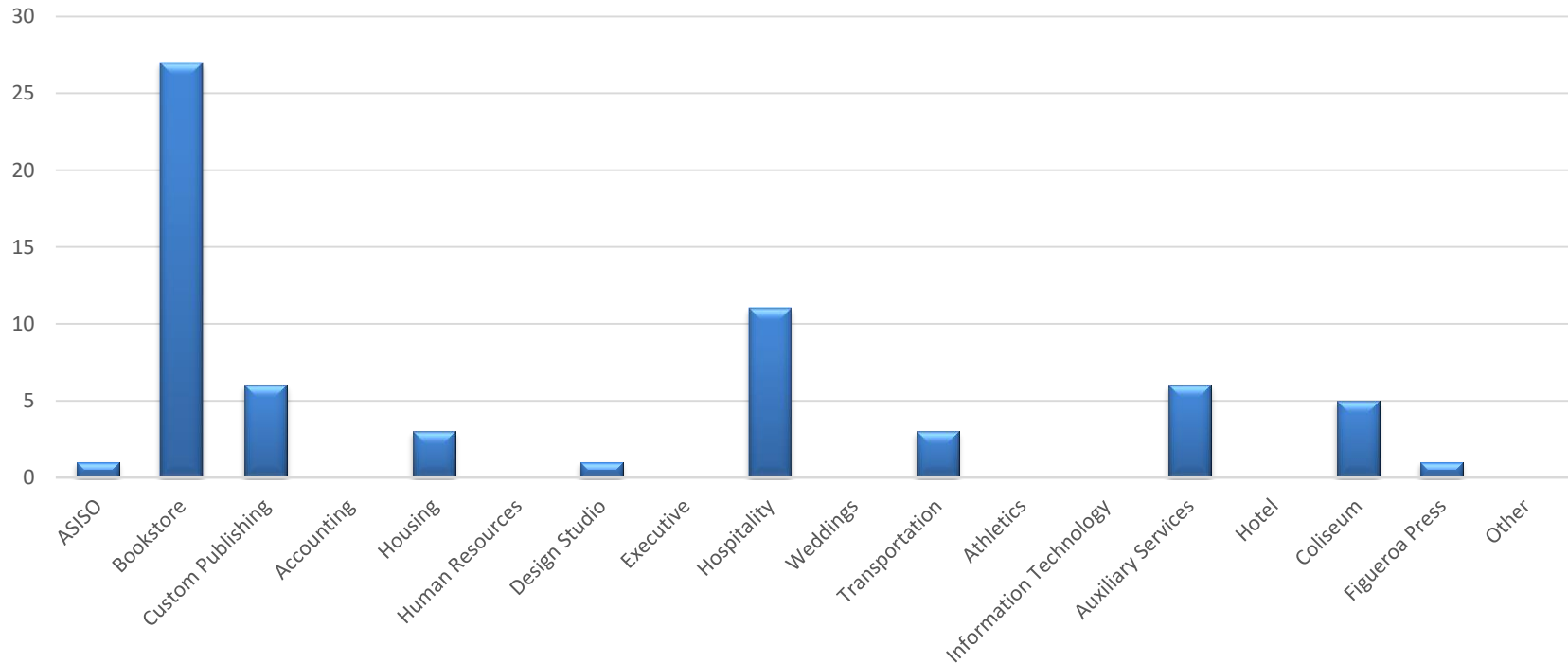
of Web Requests Opened By Unit





Service Desk Reports June 2020

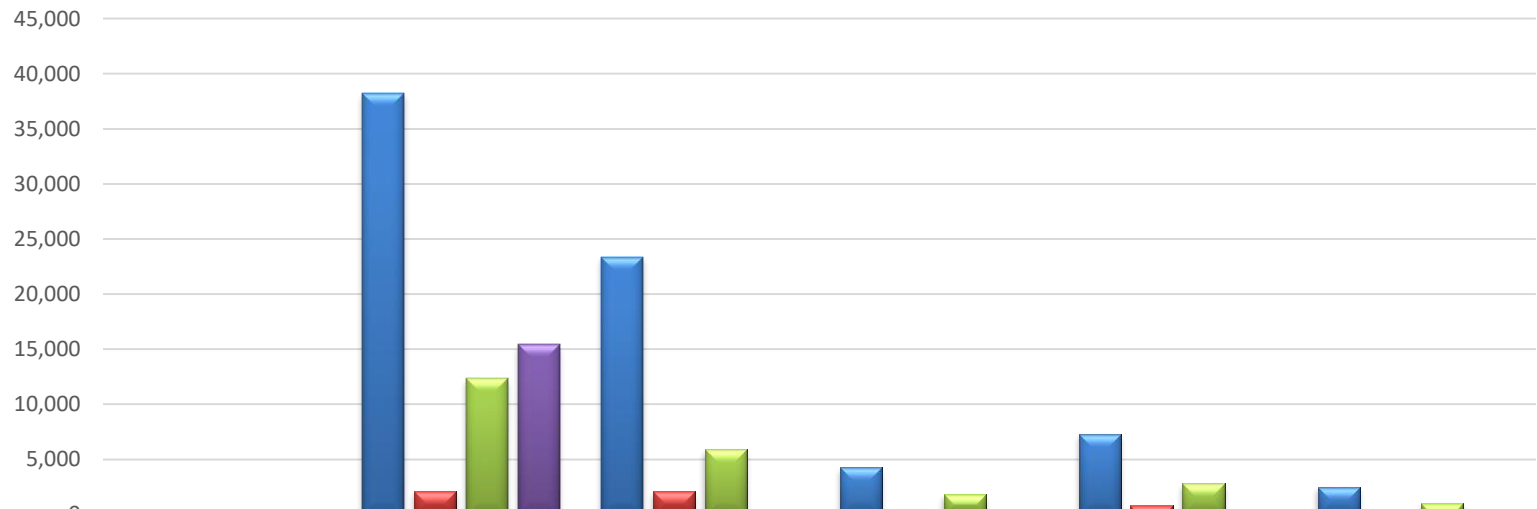
of Web Requests Closed By Unit





Website Reports June 2020

June 2020 Traffic Sources - BU Main Sites

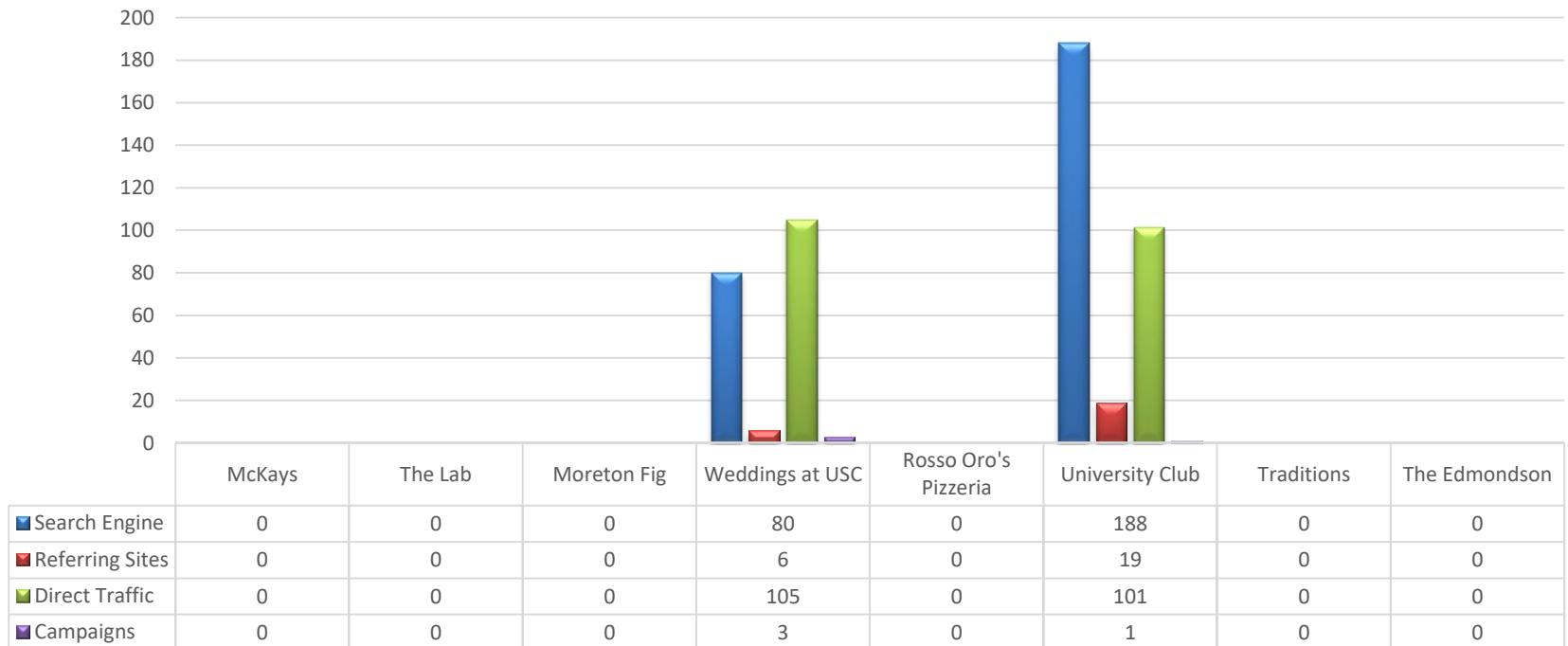


	aux.usc.edu	Bookstore	Housing	Hospitality	Transportation	Coliseum
Search Engine	123	38,238	23,377	4,255	7,305	2,505
Referring Sites	50	2,135	2,112	462	841	210
Direct Traffic	54	12,365	5,929	1,834	2,804	1,030
Campaigns	18	15,453	302	106	84	31



Website Reports June 2020

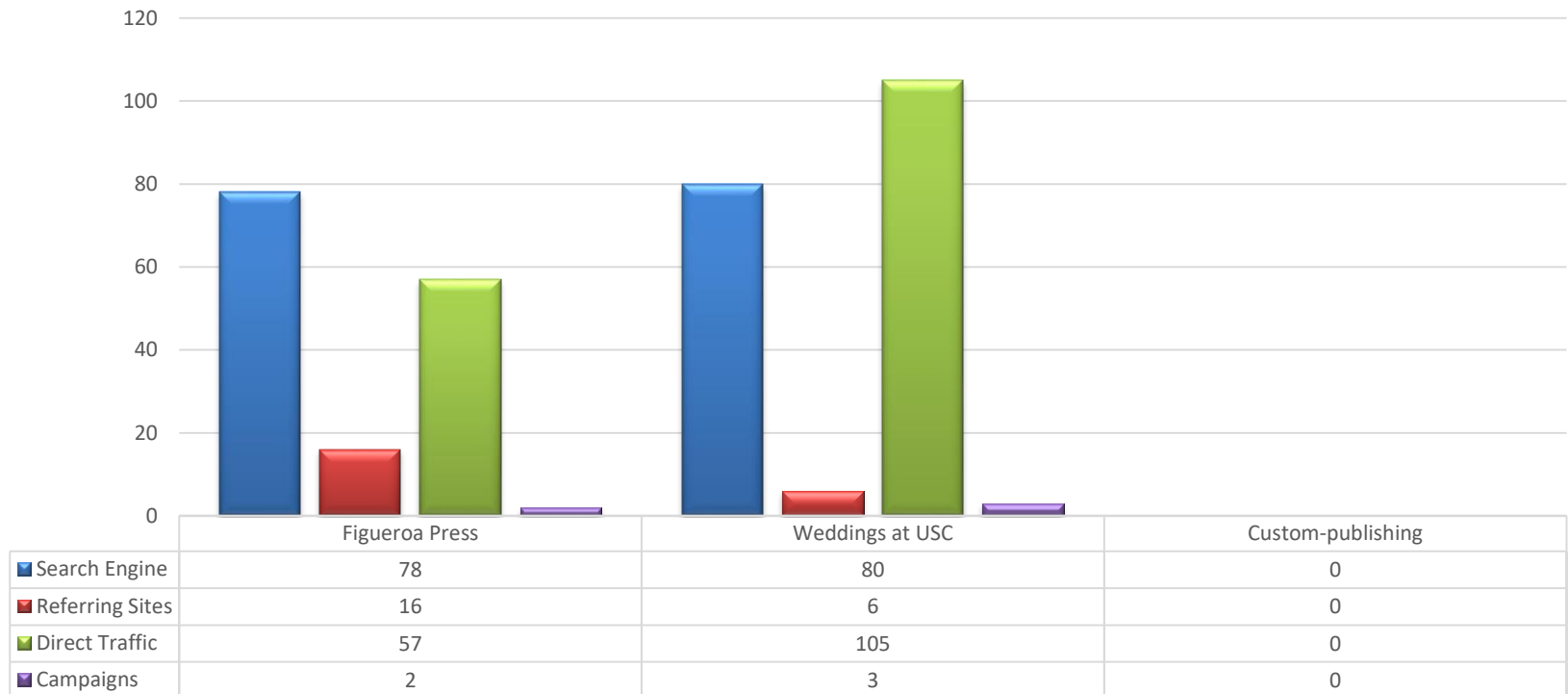
June 2020 Traffic Sources - HSP Micro Sites





Website Reports June 2020

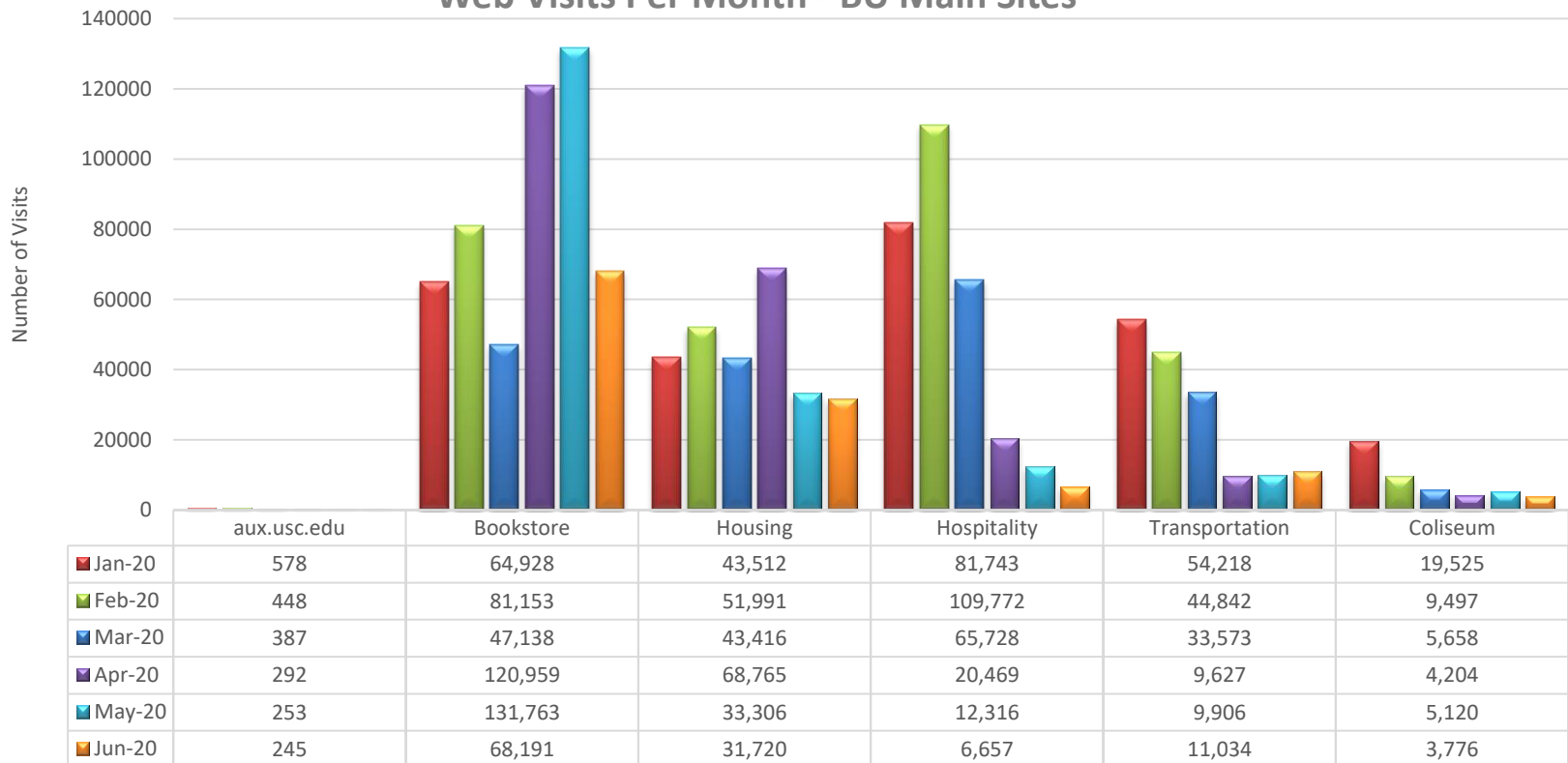
June 2020 Traffic Sources - Other Sites





Website Reports June 2020

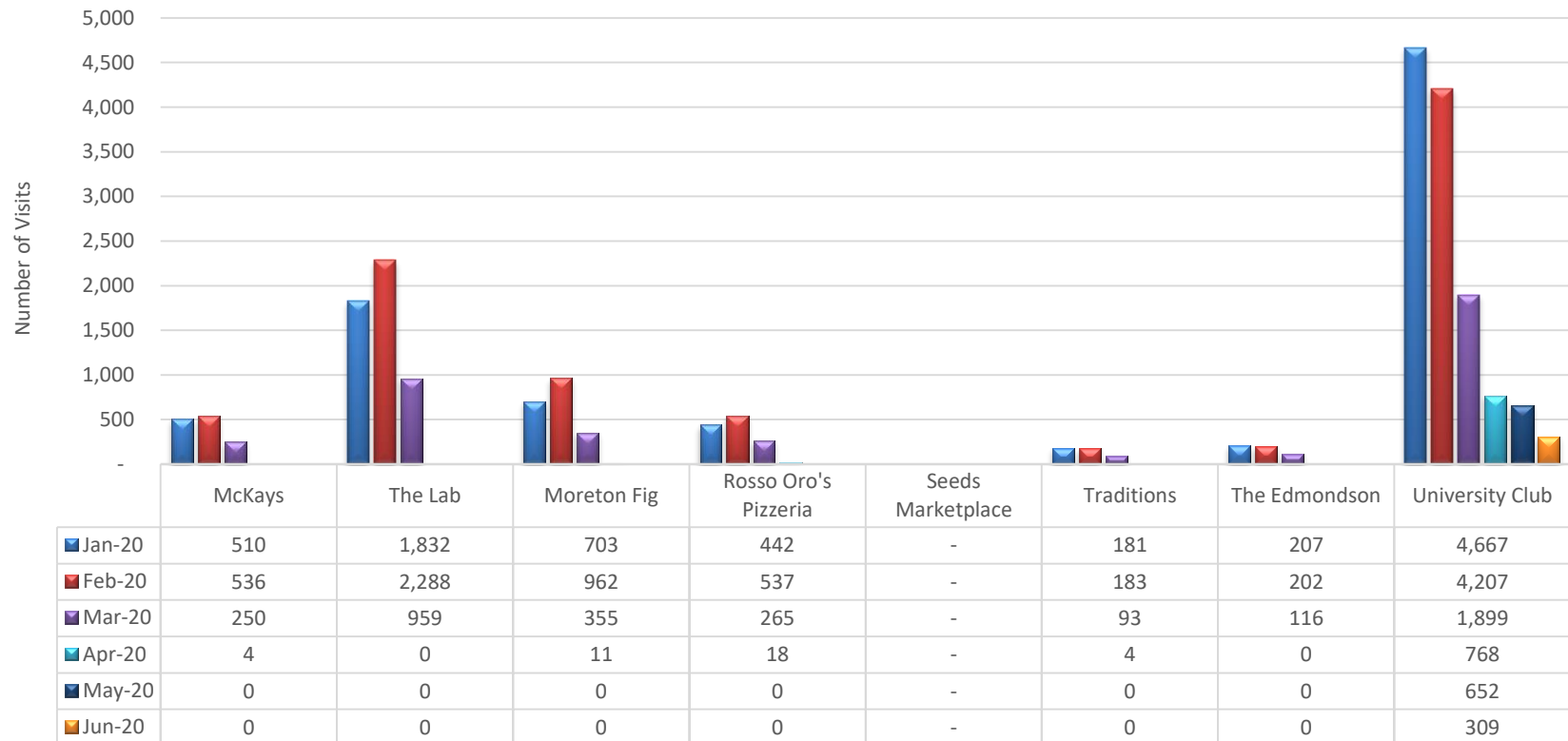
Web Visits Per Month - BU Main Sites





Website Reports June 2020

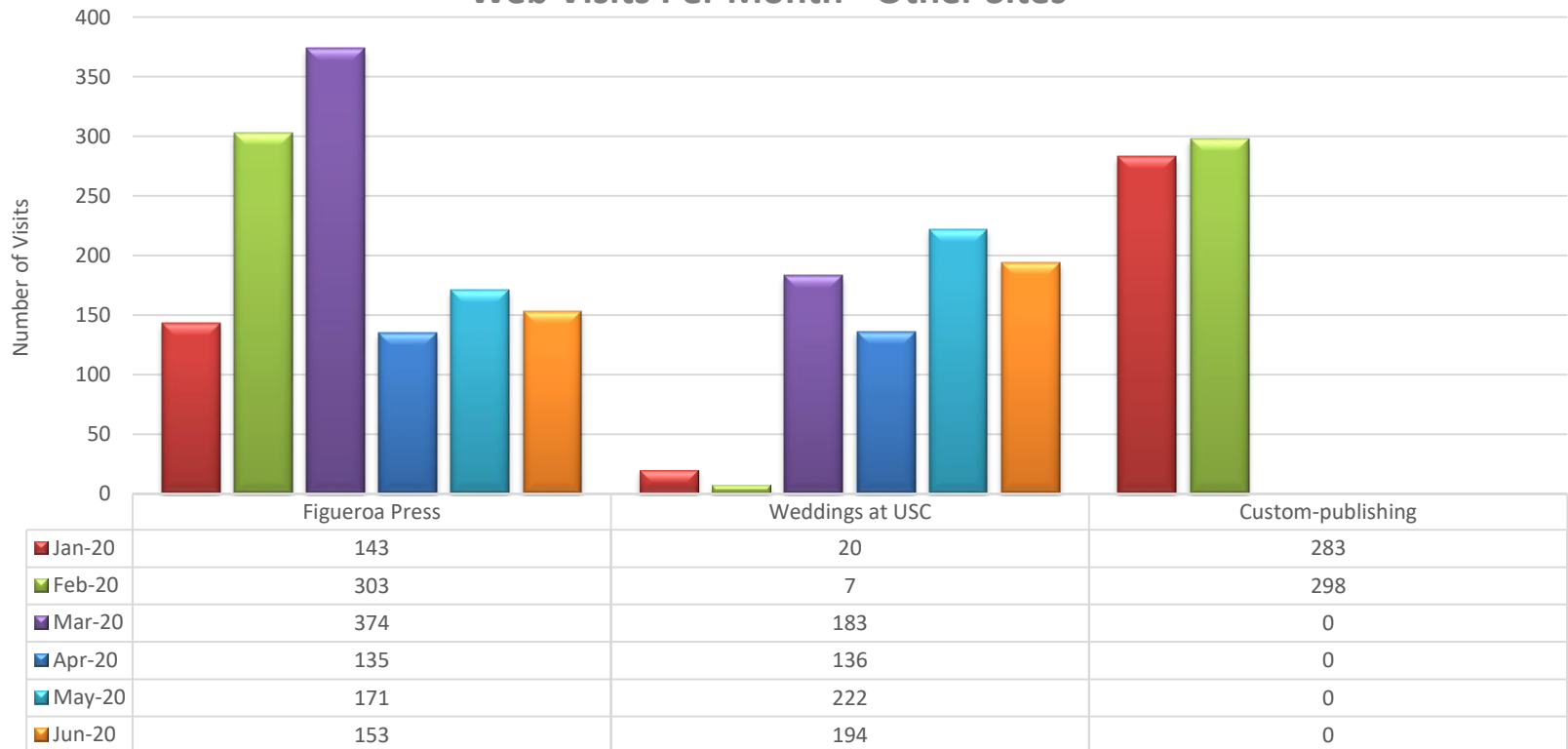
Web Visits Per Month - HSP Micro Sites





Website Reports June 2020

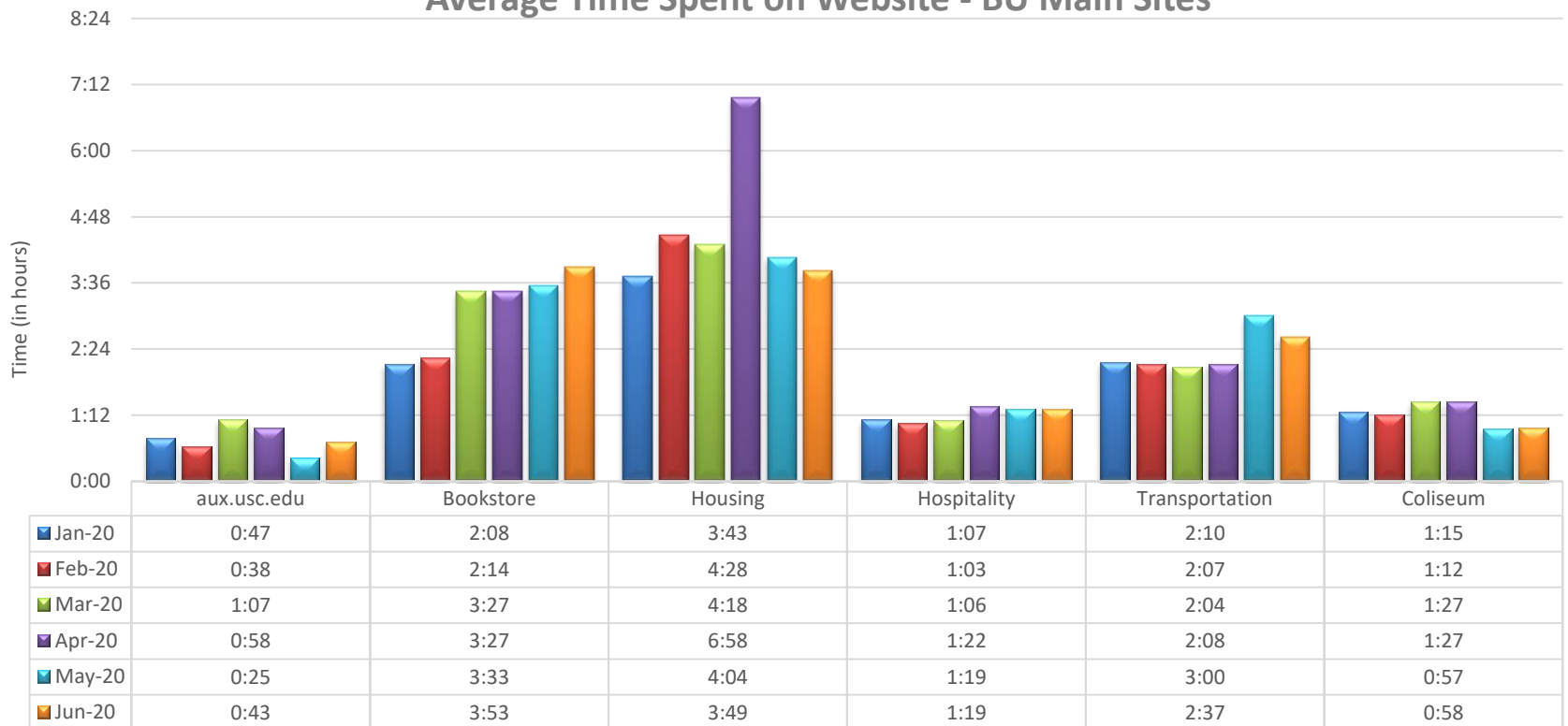
Web Visits Per Month - Other Sites





Website Reports June 2020

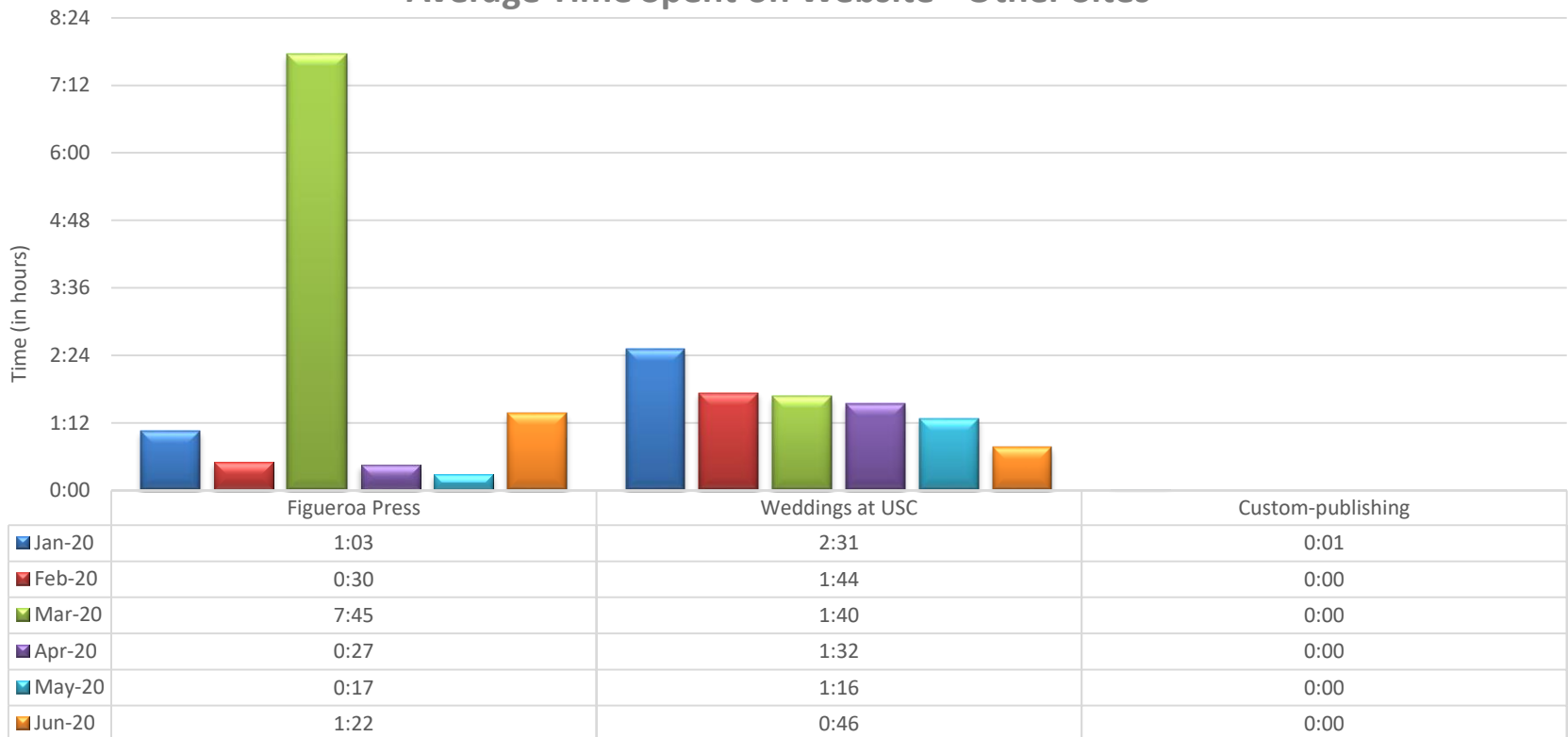
Average Time Spent on Website - BU Main Sites





Website Reports June 2020

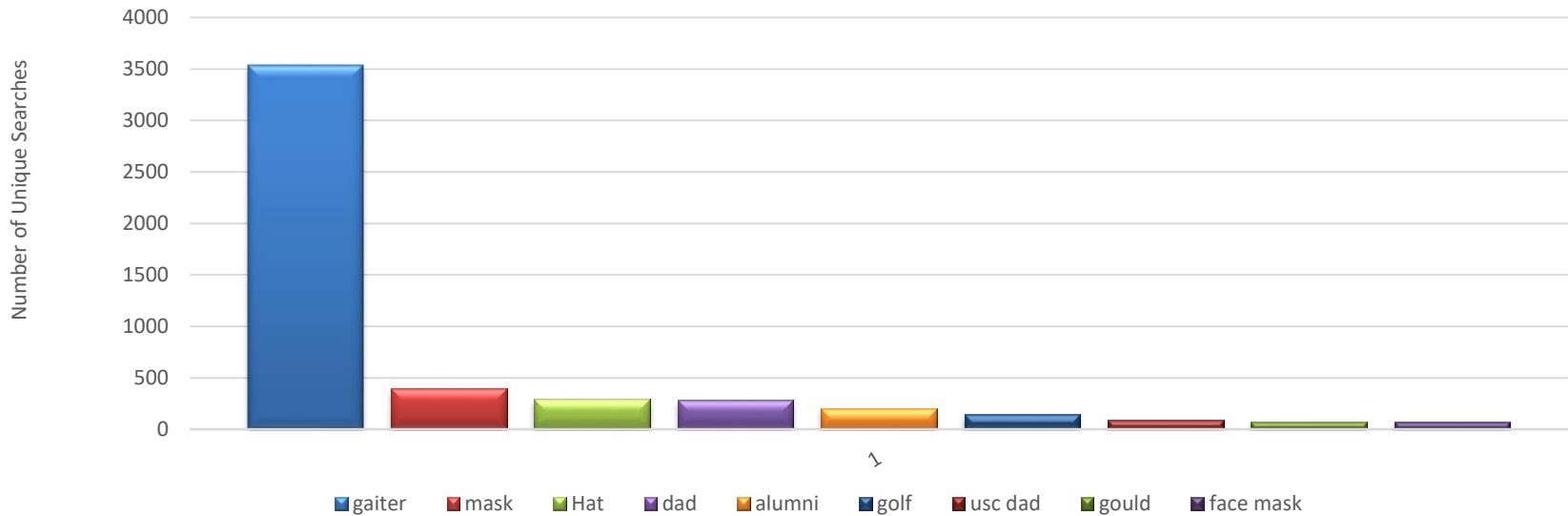
Average Time Spent on Website - Other Sites





Website Reports June 2020

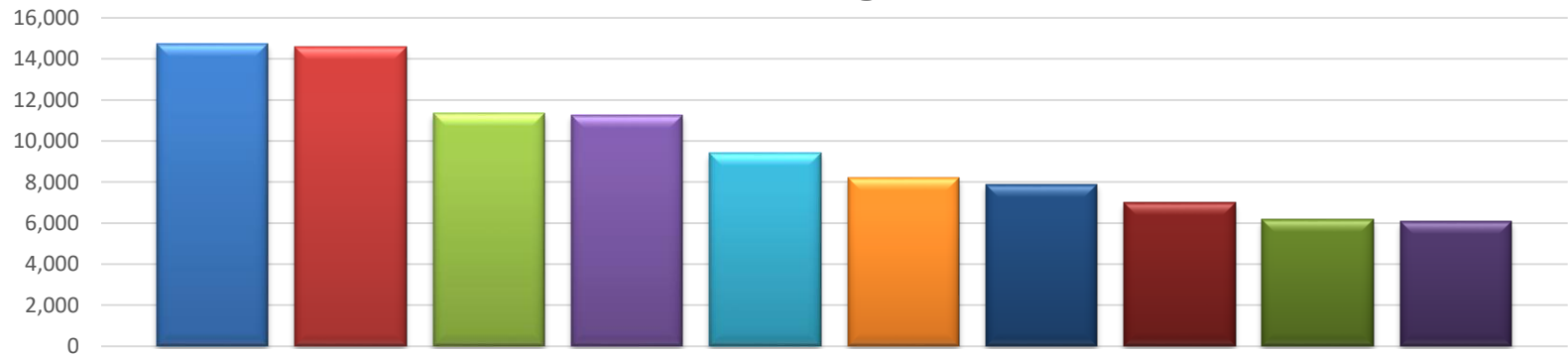
Bookstore Charts 10 Most Searched Items June 2020





Website Reports June 2020

Bookstore Charts 10 Most Viewed Pages

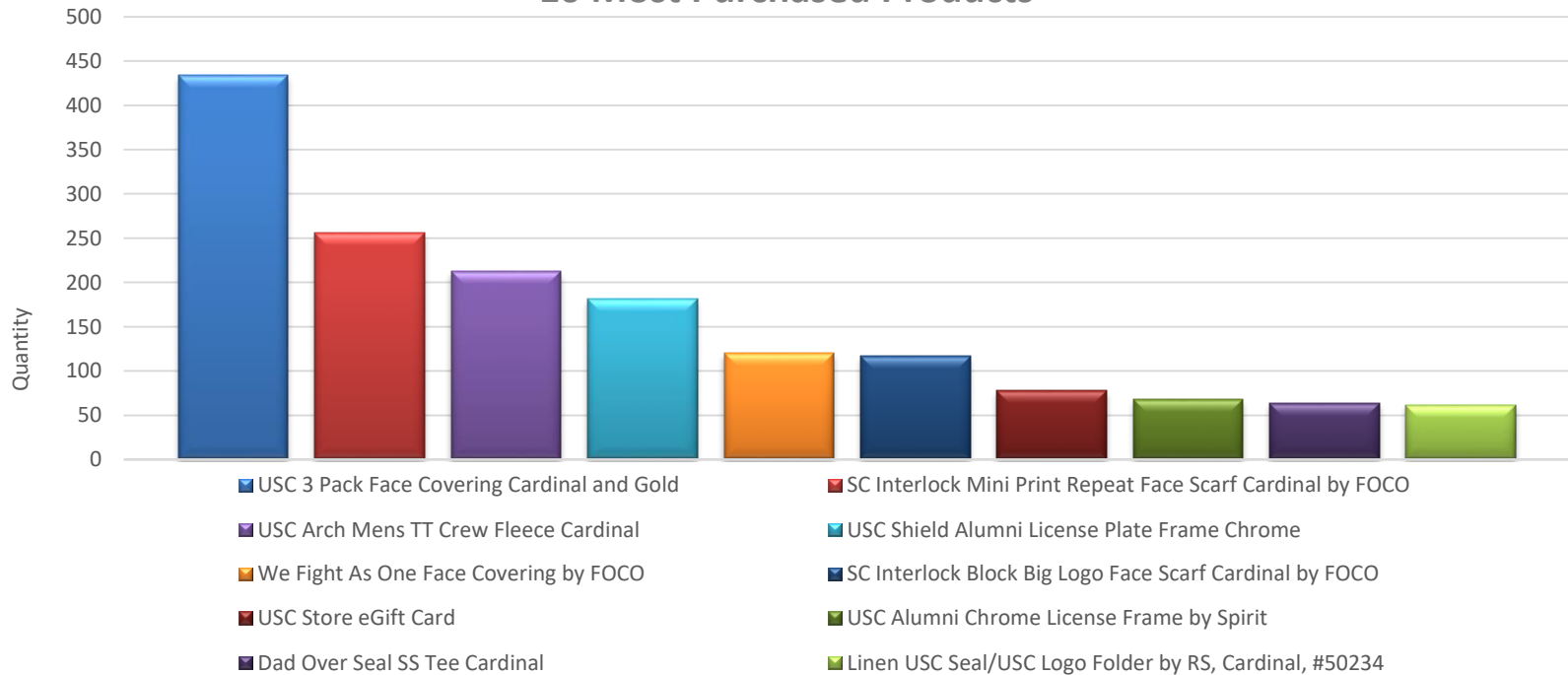


- USC Trojan Basics Heritage Tackle Twill Fleece Sweatshirt | USC Bookstores
- Shopping Cart
- Log in | Register
- Official USC Trojans Men's T-Shirts, USC Shirt, USC Tank Tops | USC Bookstores
- Official USC Trojans Women's Shirts and Tops, USC Tube Top, USC Crop Top | USC Bookstores
- Official USC Trojans Hoodies & Sweatshirts, USC Sweater, USC Pullover | USC Bookstores
- Official USC Trojans Face Coverings | USC Bookstores
- Choose Shipping Address
- Official USC Trojans Hats, USC Caps, USC Beanie | USC Bookstores
- Choose Payment Method



Website Reports June 2020

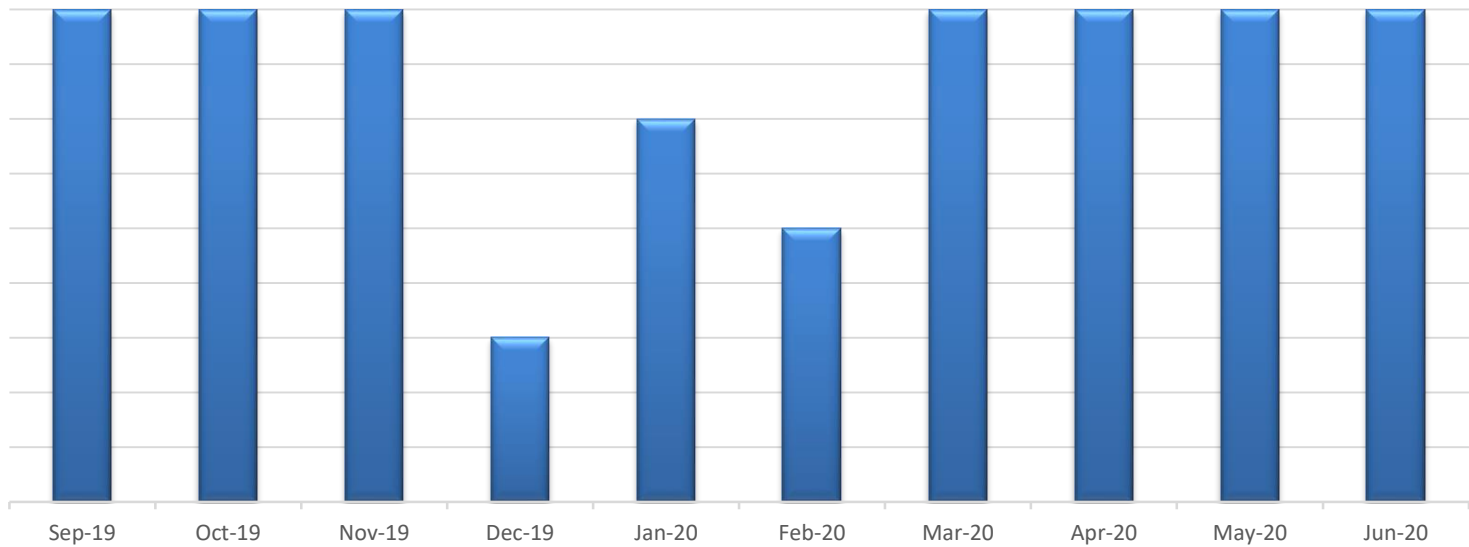
Bookstore Charts 10 Most Purchased Products





Customer Satisfaction Report June 2020

Customer Satisfaction





Thank You !!