



# **AS IT MONTHLY REPORTS**

**For March 2020**



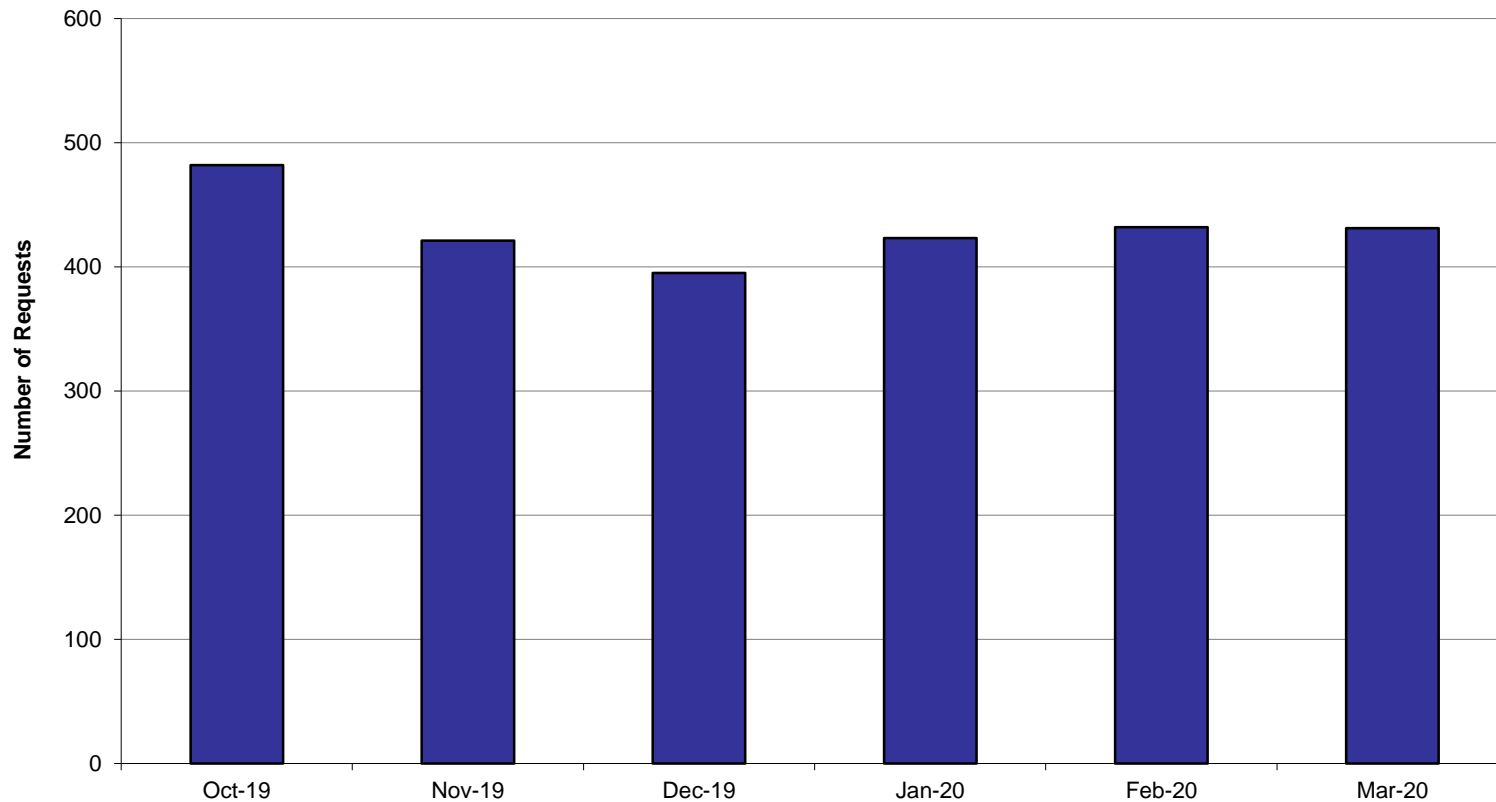
# Agenda

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



# Service Desk Reports March 2020

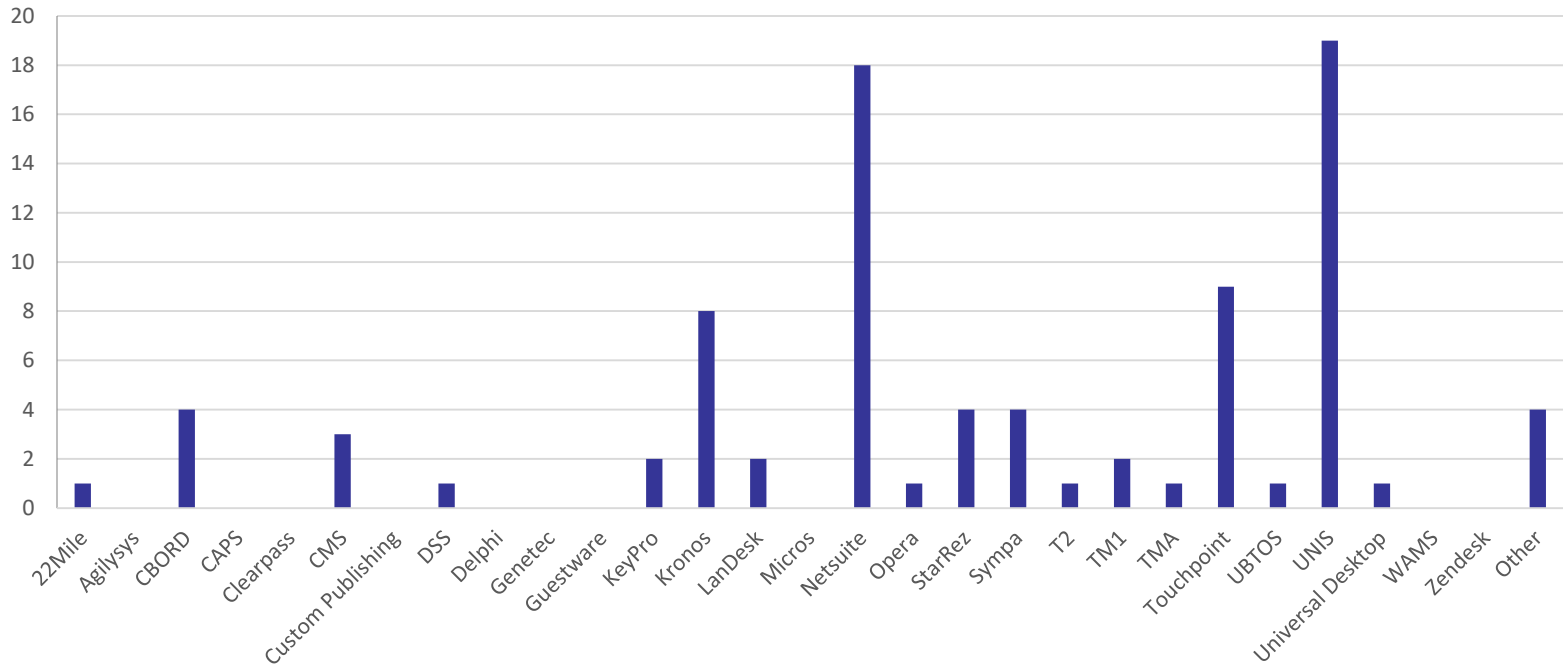
**Total New Requests**





## Service Desk Reports March 2020

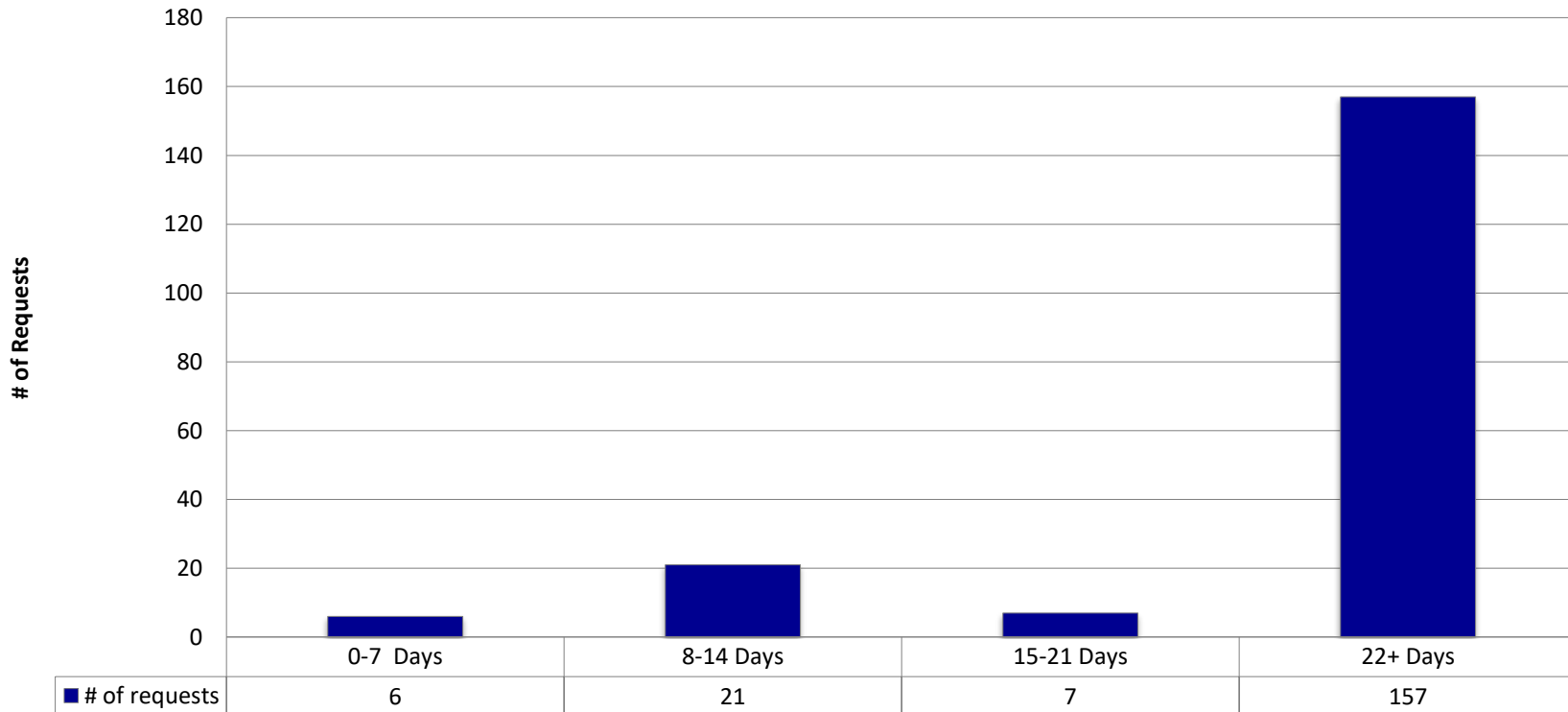
### Requests By BU System





## Service Desk Reports March 2020

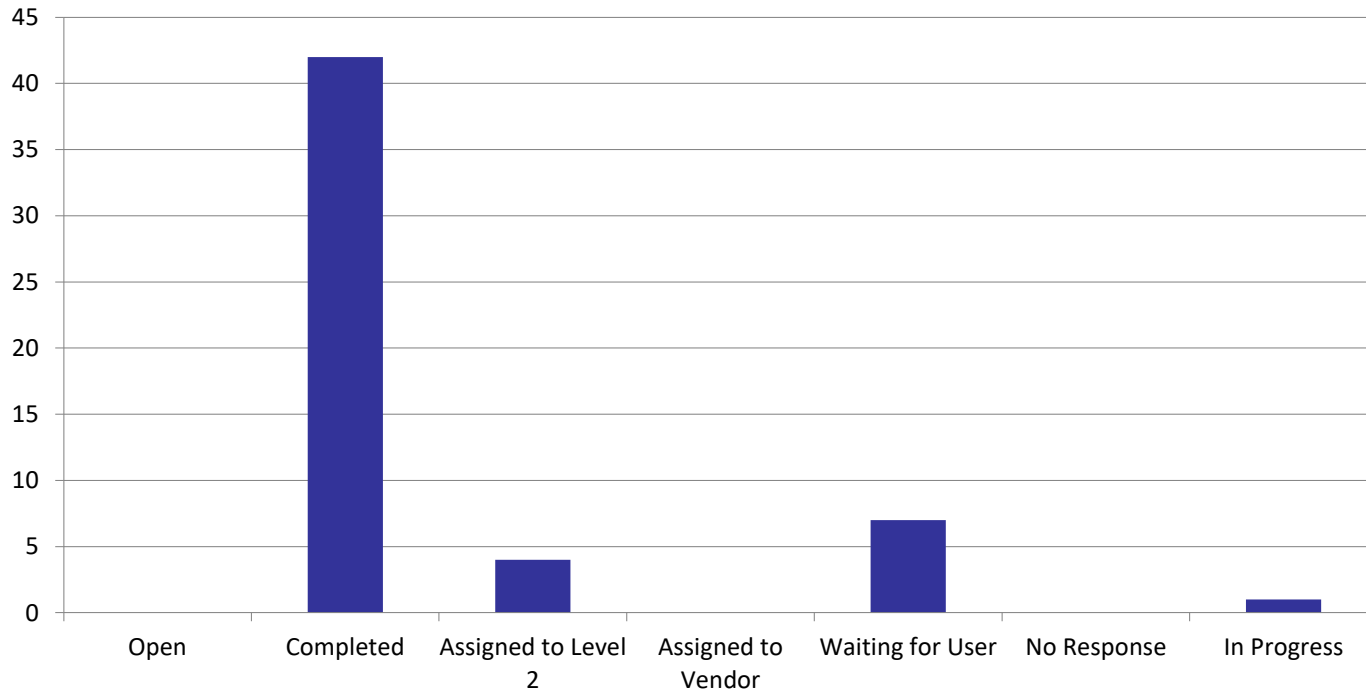
Open Requests Aging Report





## Service Desk Reports March 2020

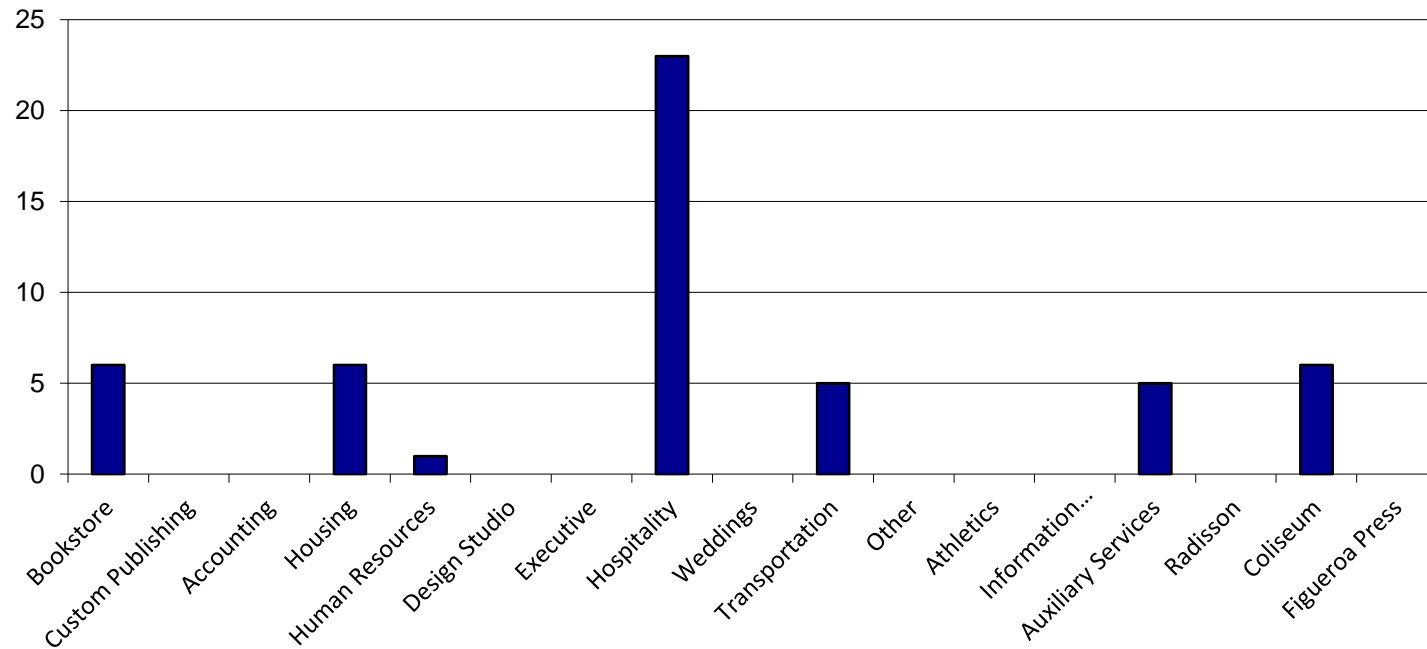
# of Web Requests Opened By Status





## Service Desk Reports March 2020

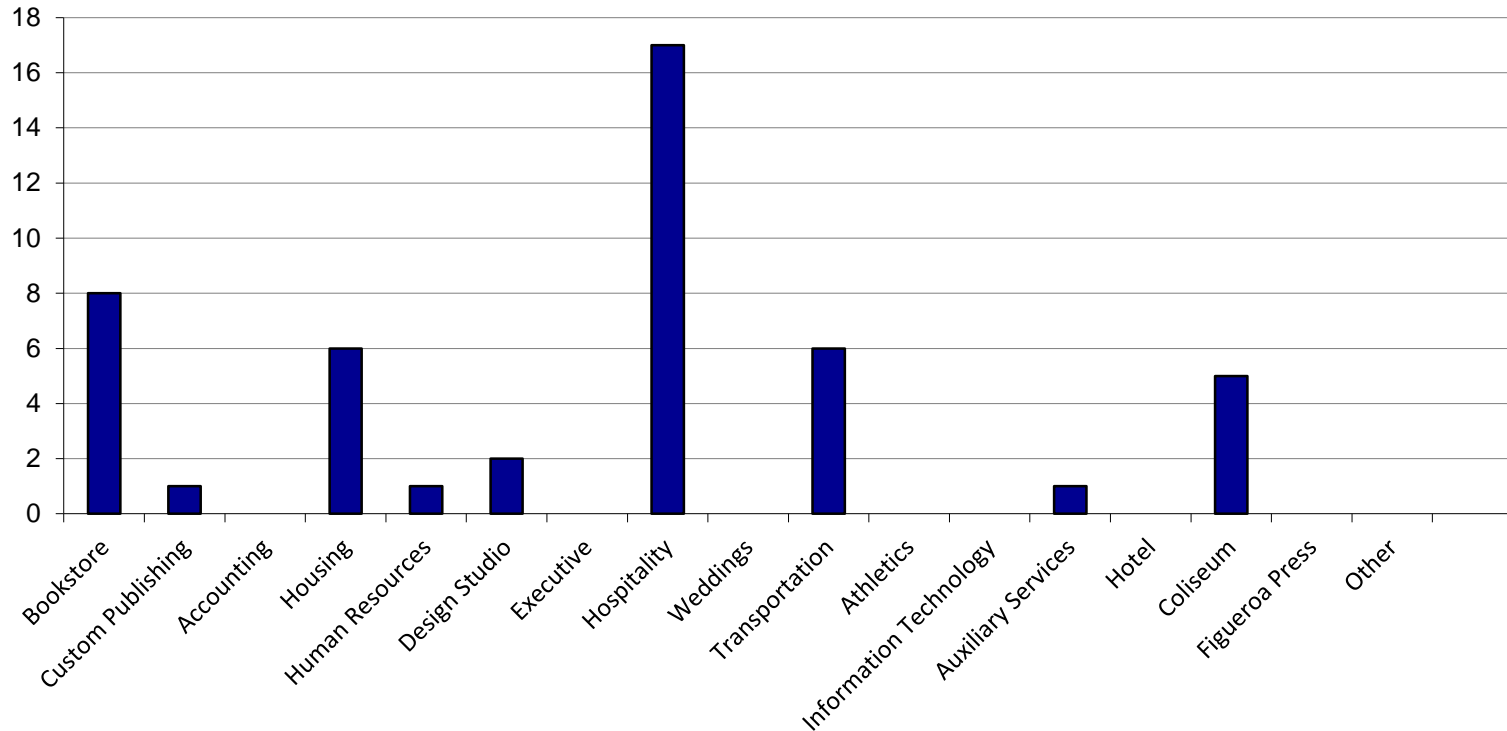
# of Web Requests Opened By Unit





## Service Desk Reports March 2020

# of Web Requests Closed By Unit

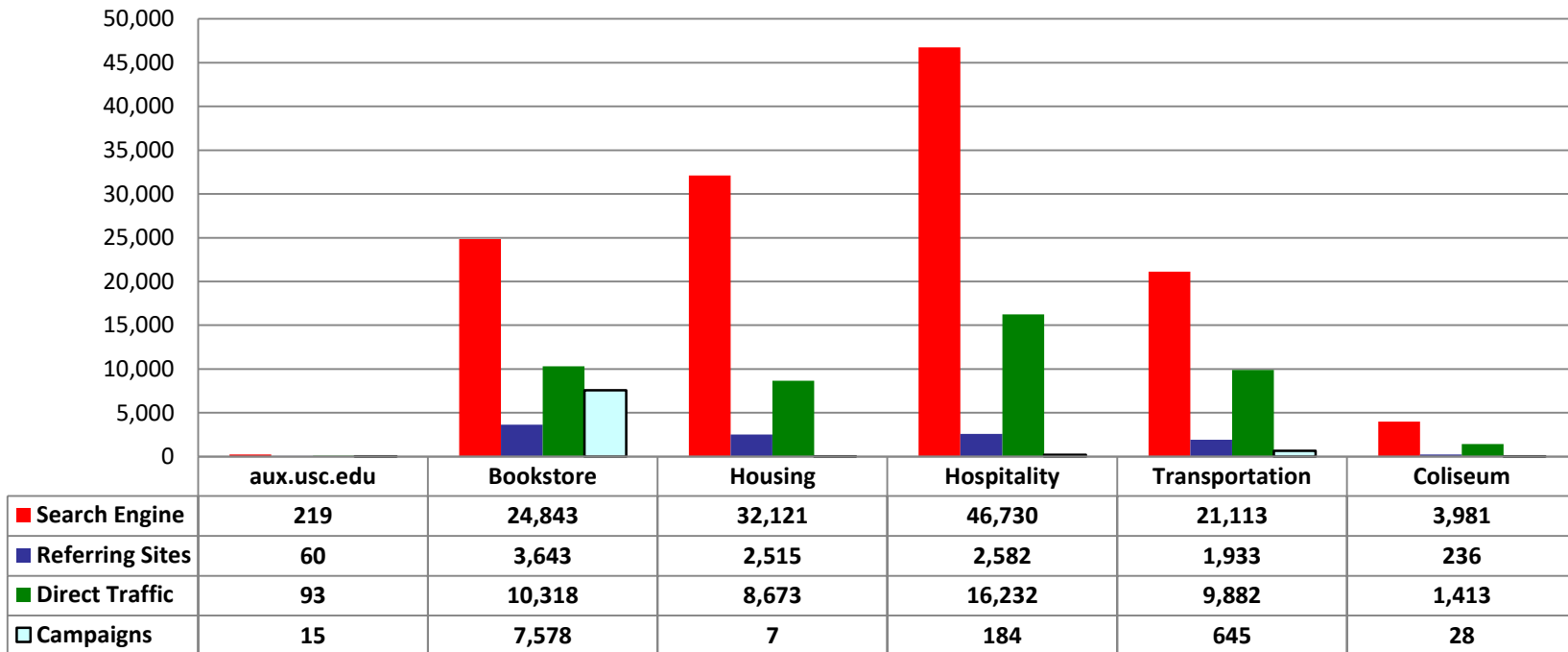






## Website Reports March 2020

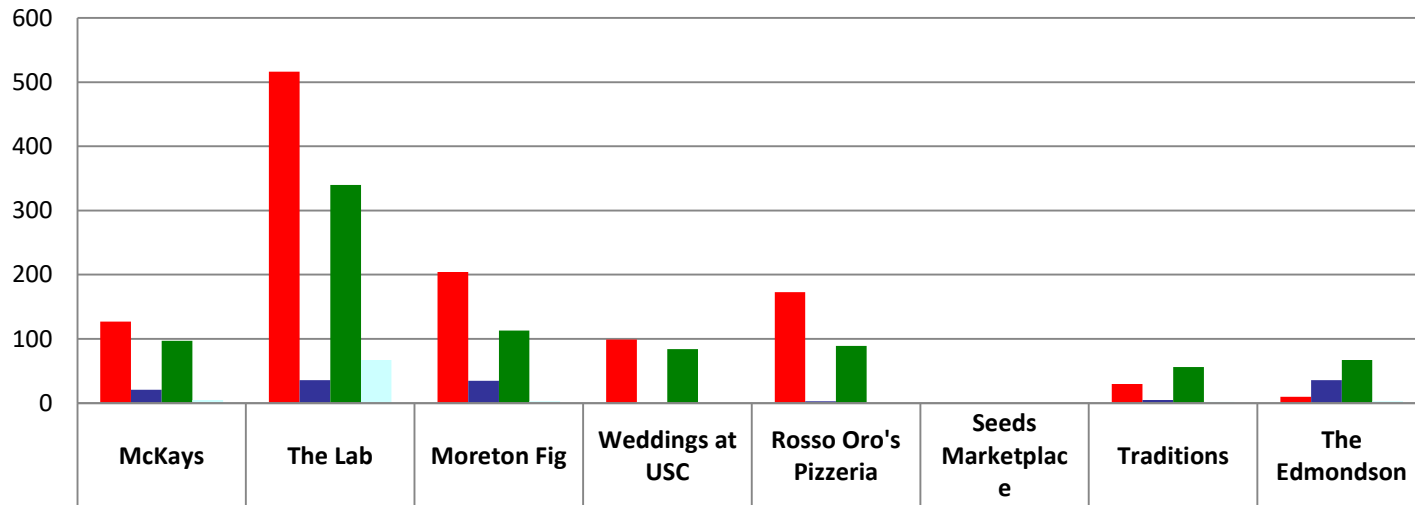
### March 2020 Traffic Sources - BU Main Sites





## Website Reports March 2020

### March 2020 Traffic Sources - HSP Micro Sites

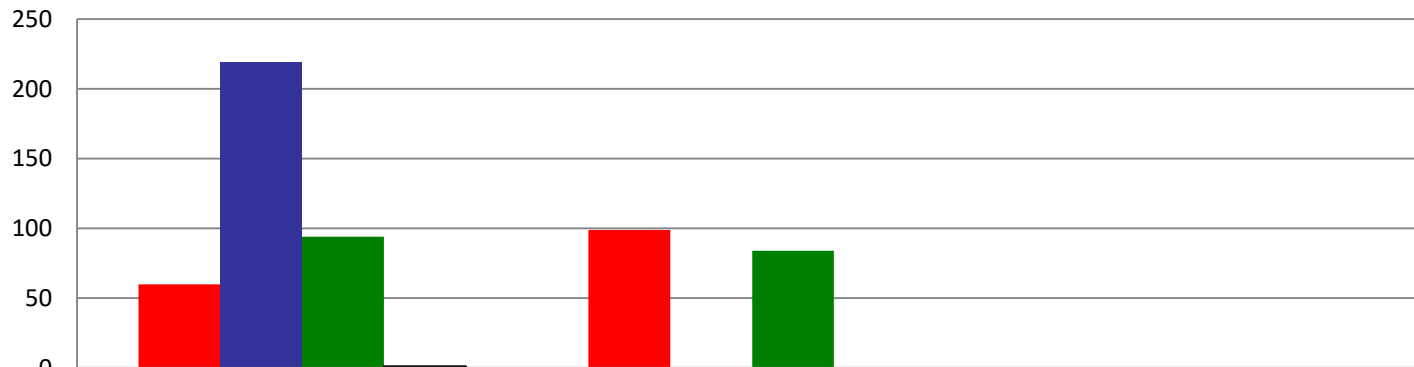


■ Search Engine	127	516	204	99	173	0	30	10
■ Referring Sites	21	36	35	0	3	0	5	36
■ Direct Traffic	97	340	113	84	89	0	56	67
■ Campaigns	5	67	3	0	0	0	2	3



## Website Reports March 2020

### March 2020 Traffic Sources - Other Sites

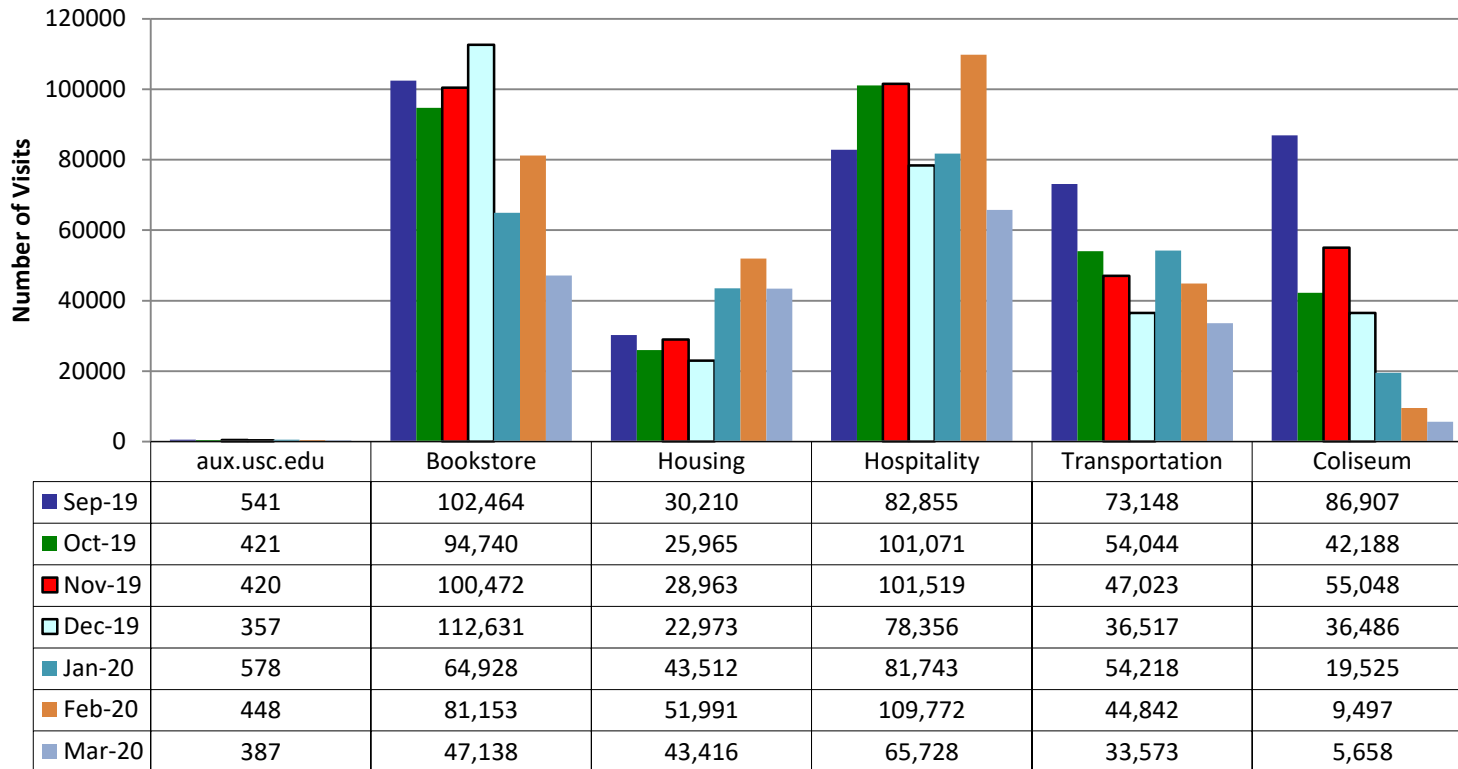


	Figueroa Press	Weddings at USC	Custom-publishing
■ Search Engine	60	99	0
■ Referring Sites	219	0	0
■ Direct Traffic	94	84	0
□ Campaigns	1	0	0



## Website Reports March 2020

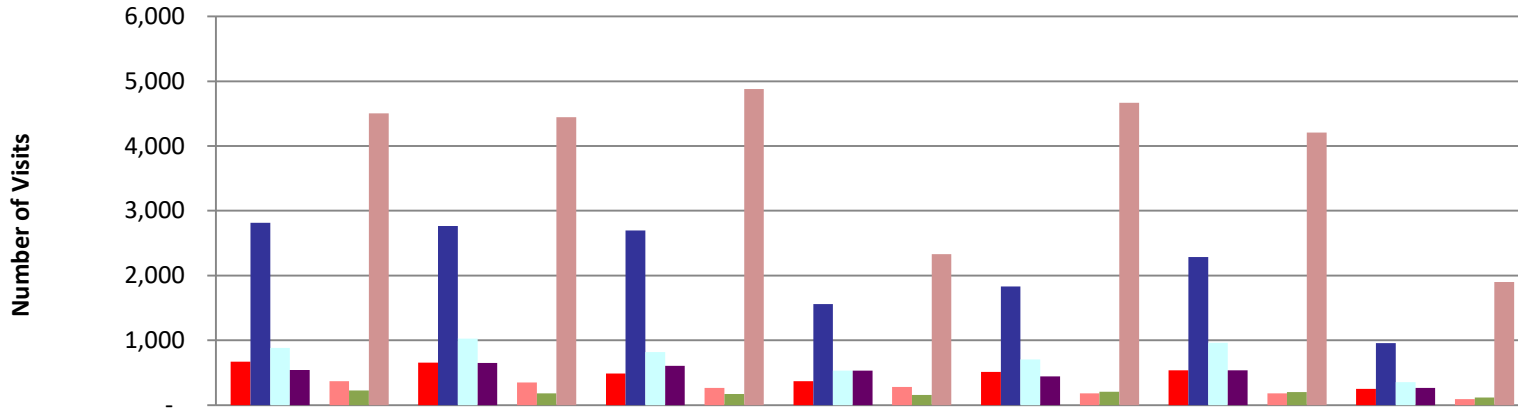
Web Visits Per Month - BU Main Sites





## Website Reports March 2020

### Web Visits Per Month - HSP Micro Sites

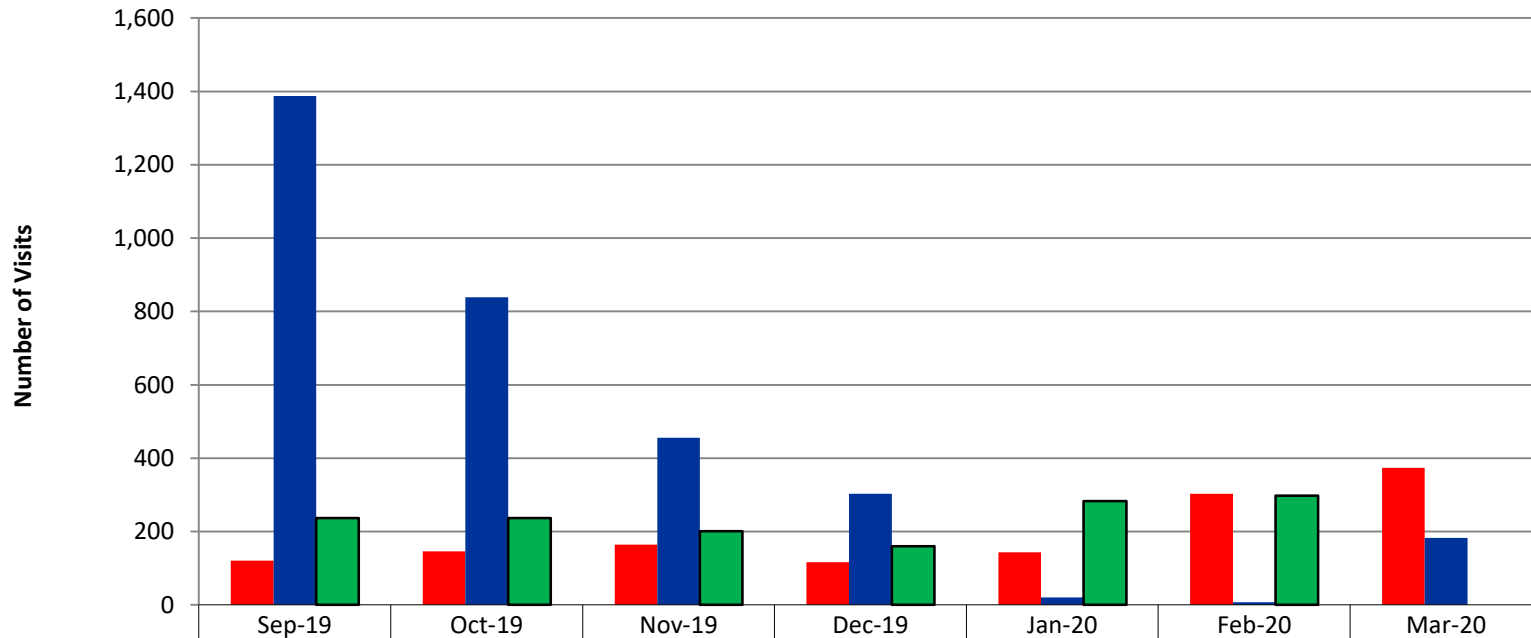


	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
■ McKays	670	656	486	370	510	536	250
■ The Lab	2,815	2,766	2,698	1,559	1,832	2,288	959
■ Moreton Fig	881	1,024	818	534	703	962	355
■ Rosso Oro's Pizzeria	542	650	604	530	442	537	265
■ Seeds Marketplace	-	-	-	-	-	-	-
■ Traditions	367	348	266	278	181	183	93
■ The Edmondson	224	183	172	155	207	202	116
■ University Club	4,504	4,447	4,878	2,329	4,667	4,207	1,899



## Website Reports March 2020

### Web Visits Per Month - Other Sites

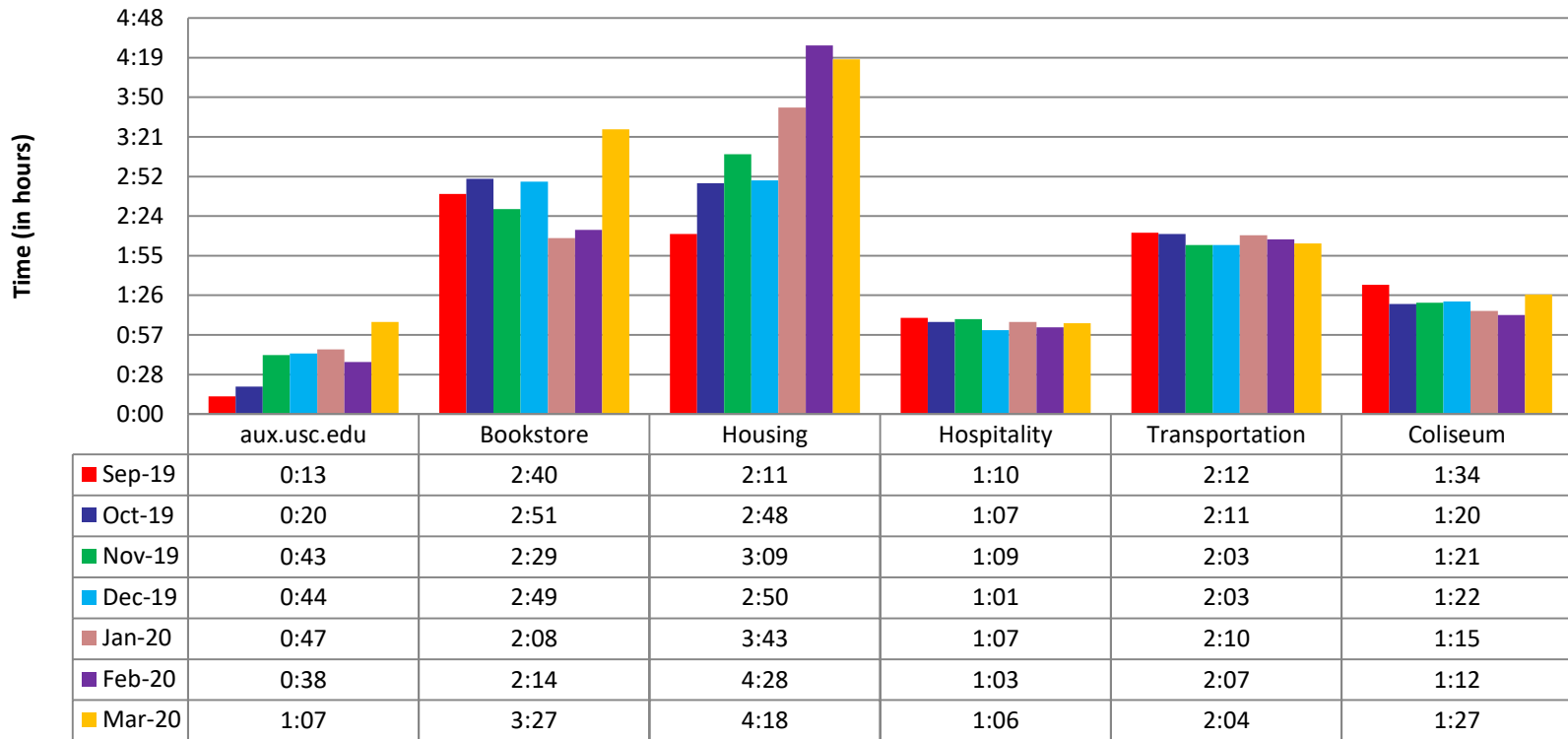


■ Figueroa Press	121	146	164	116	143	303	374
■ Weddings at USC	1,387	839	456	303	20	7	183
■ Custom-publishing	237	237	201	160	283	298	0



## Website Reports March 2020

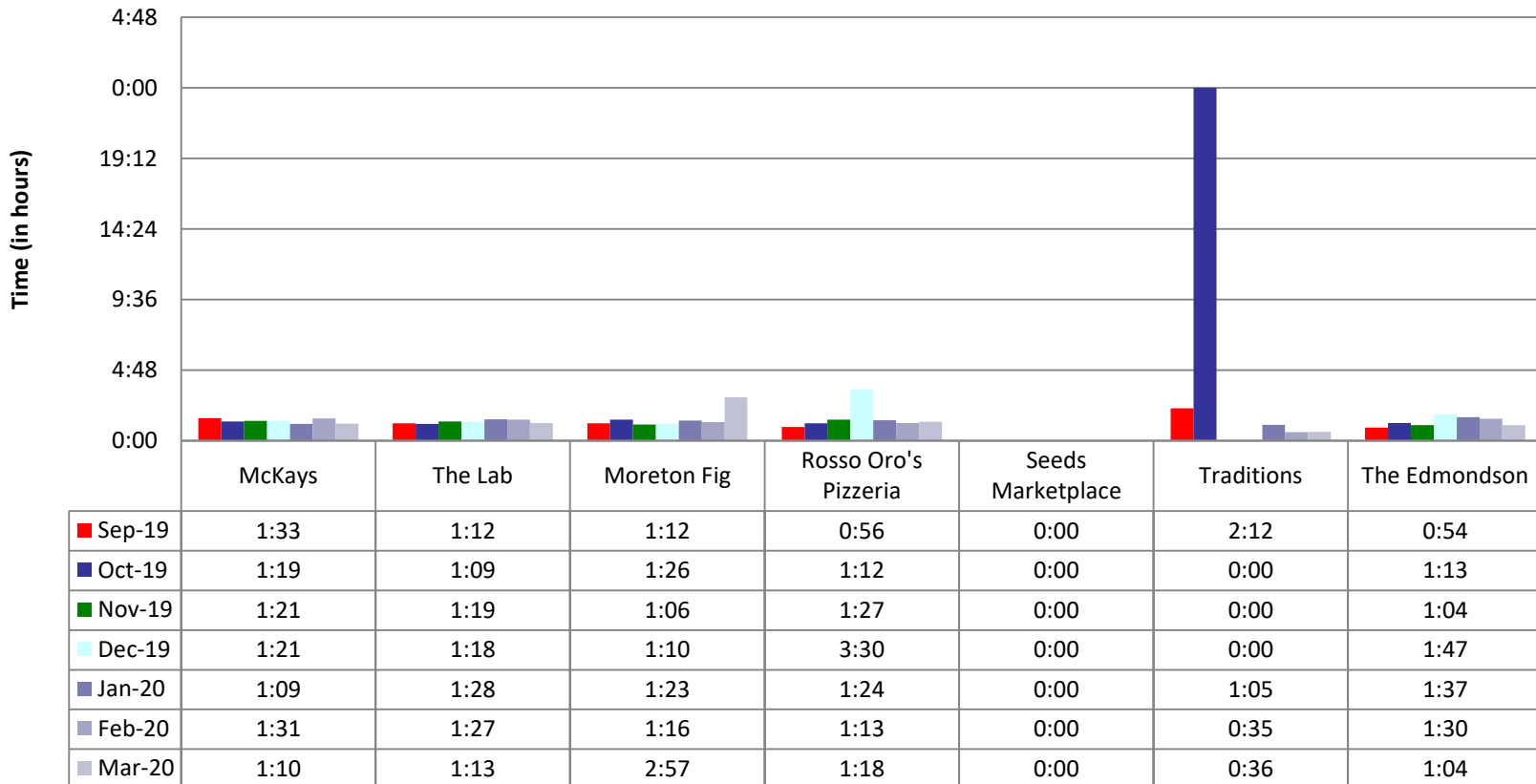
Average Time Spent on Website - BU Main Sites





## Website Reports March 2020

Average Time Spent on Website - HSP Micro Sites

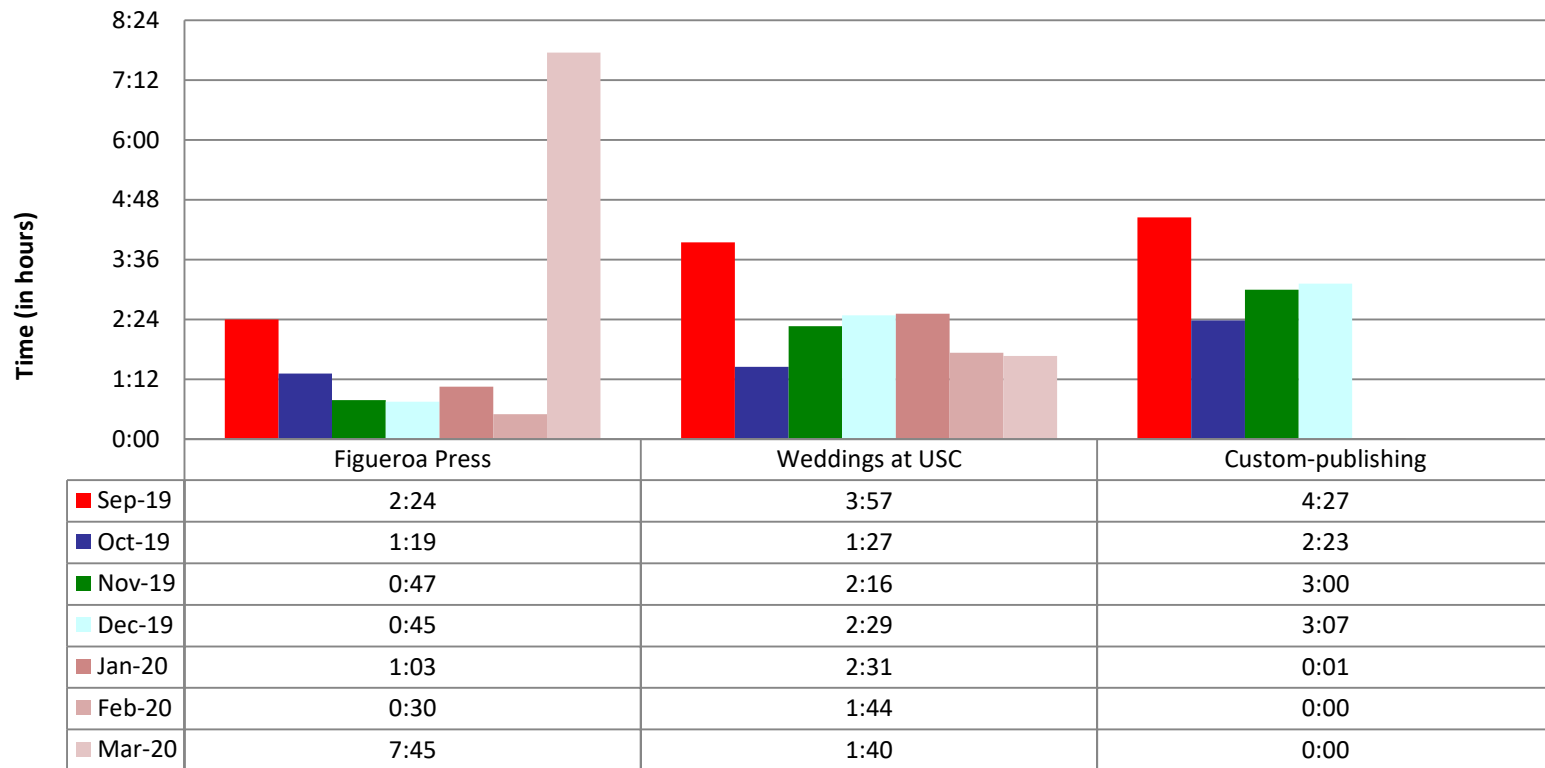






## Website Reports March 2020

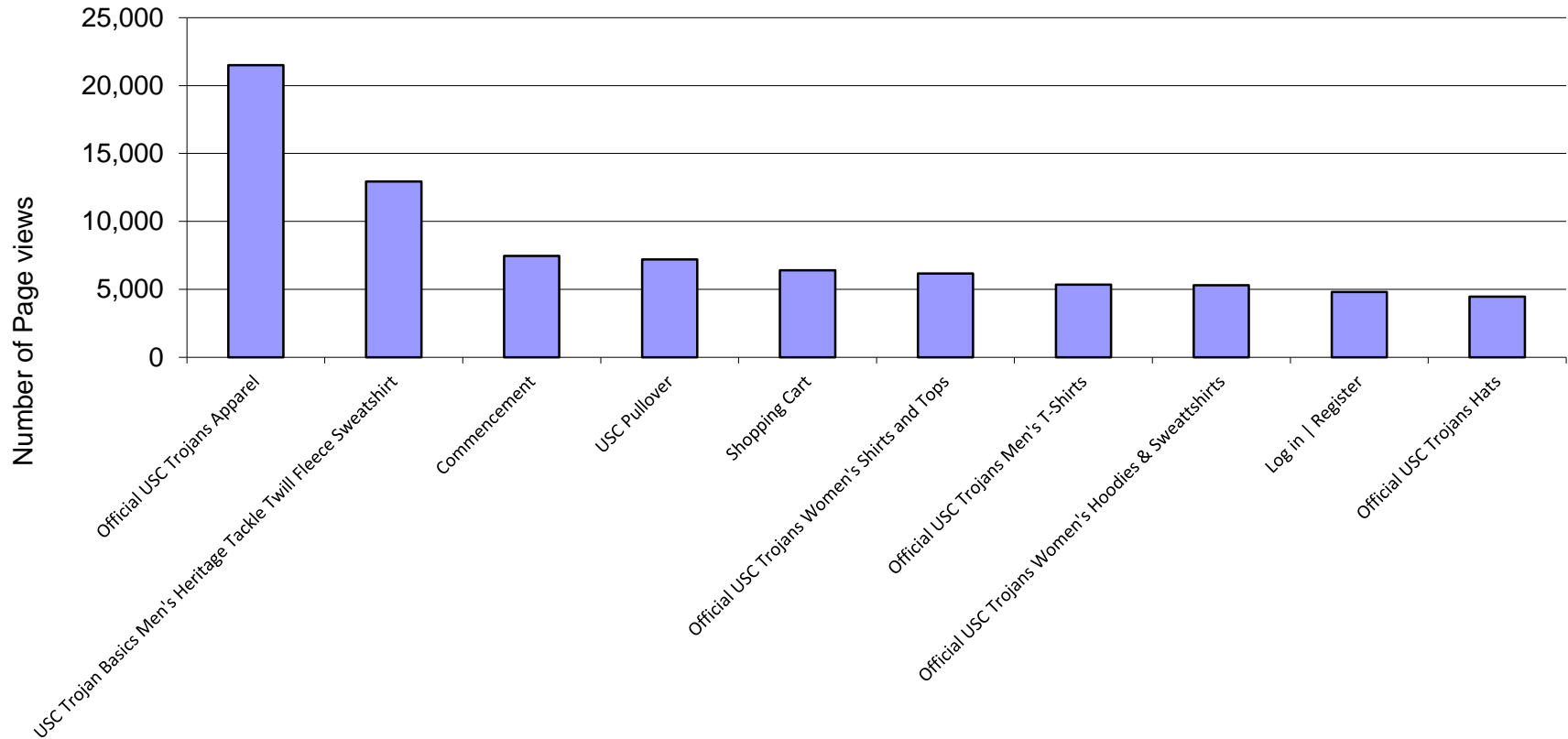
Average Time Spent on Website - Other Sites





## Website Reports March 2020

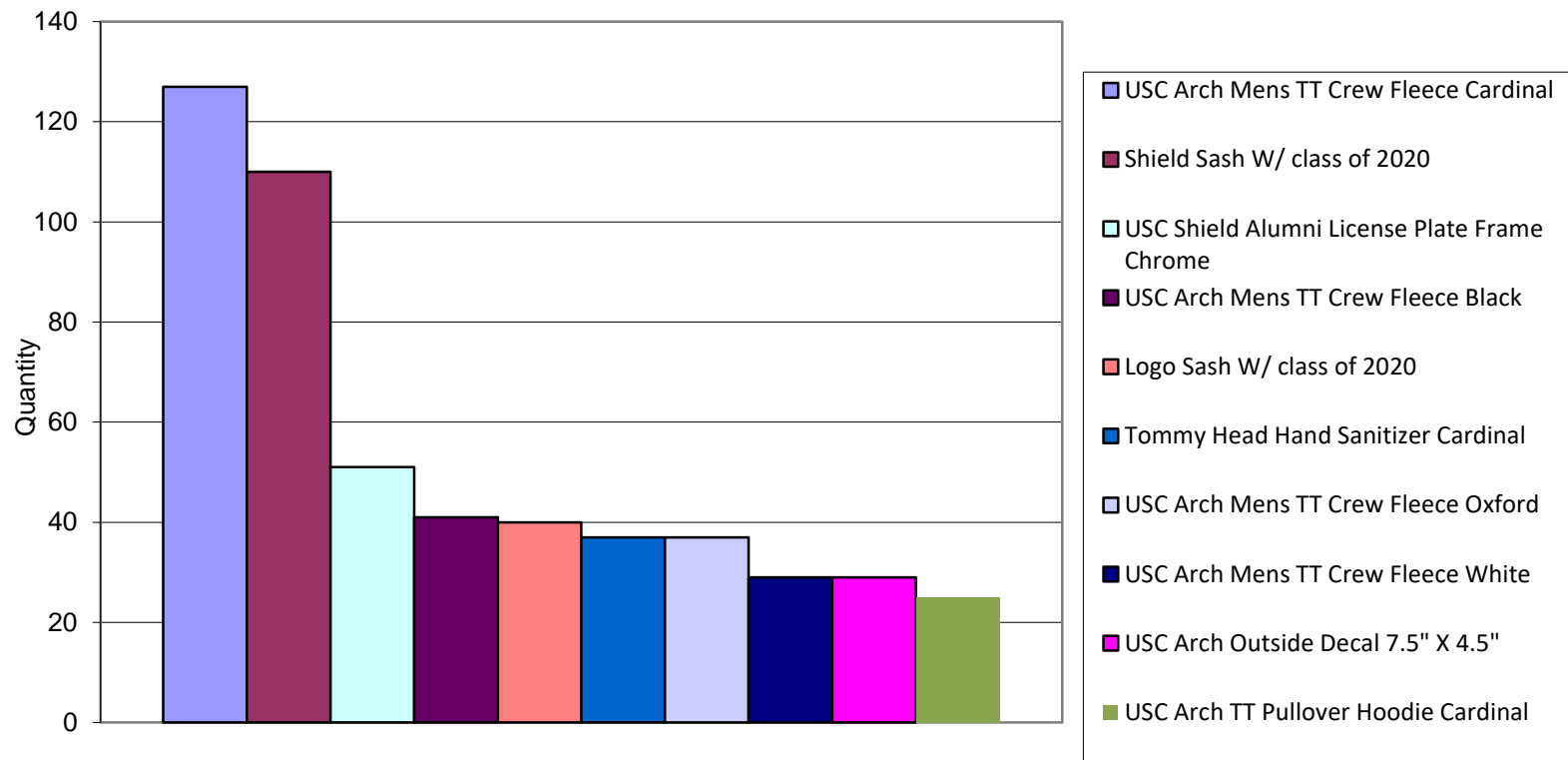
**Bookstore Charts**  
**10 Most Viewed Pages - March 2020**





## Website Reports March 2020

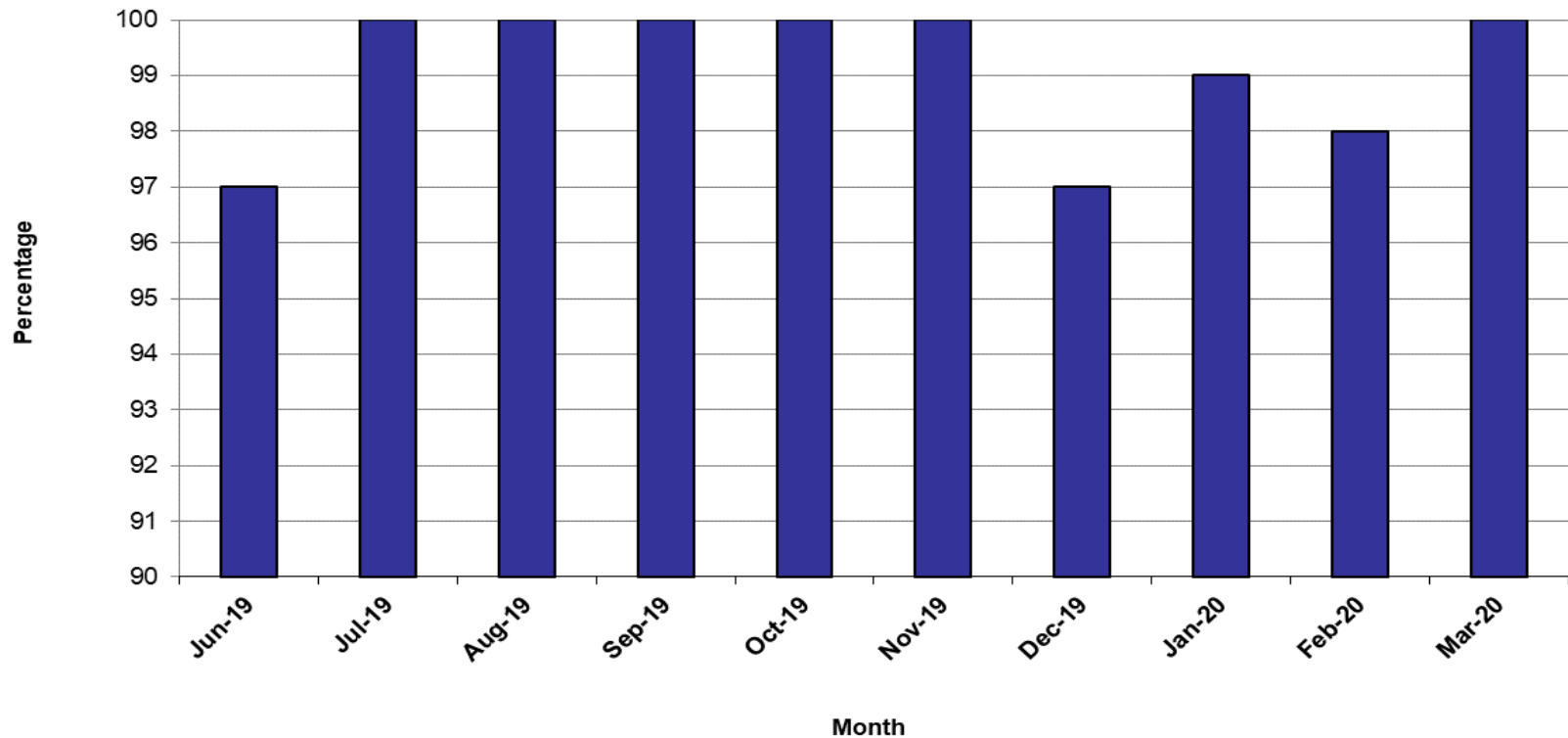
Bookstore Charts  
10 Most Purchased Products March 2020





## Customer Satisfaction Report March 2020

Customer Satisfaction





**Thank You !!**