



AS IT MONTHLY REPORTS

For May 2020

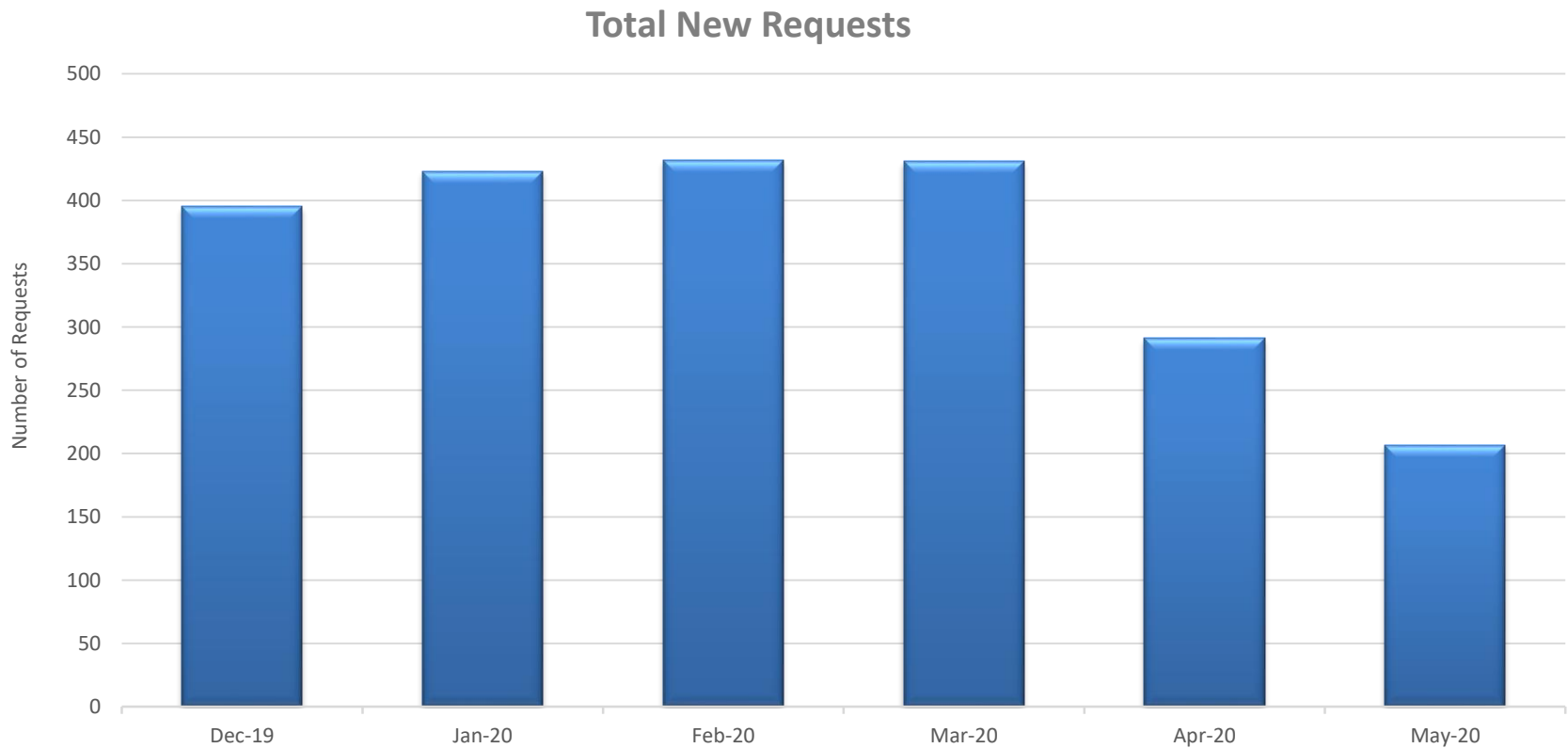


Agenda

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



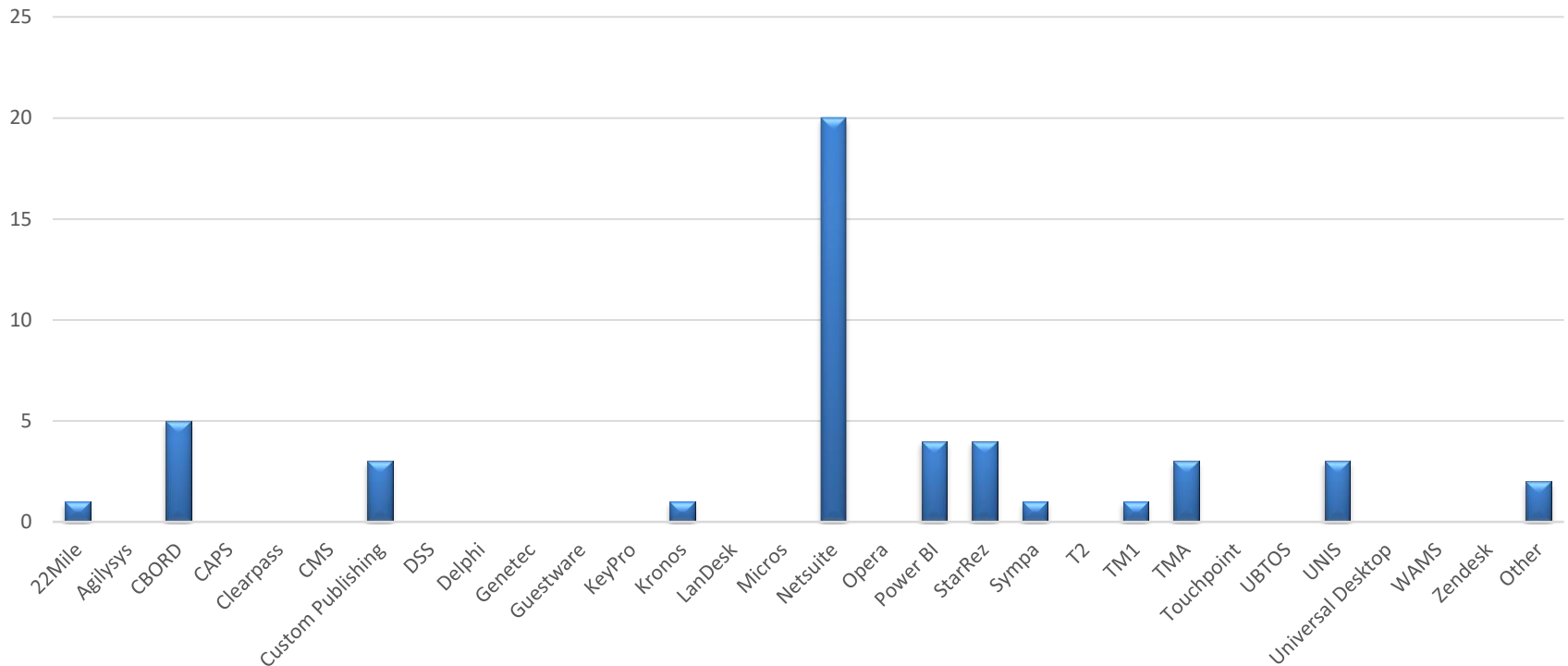
Service Desk Reports May 2020





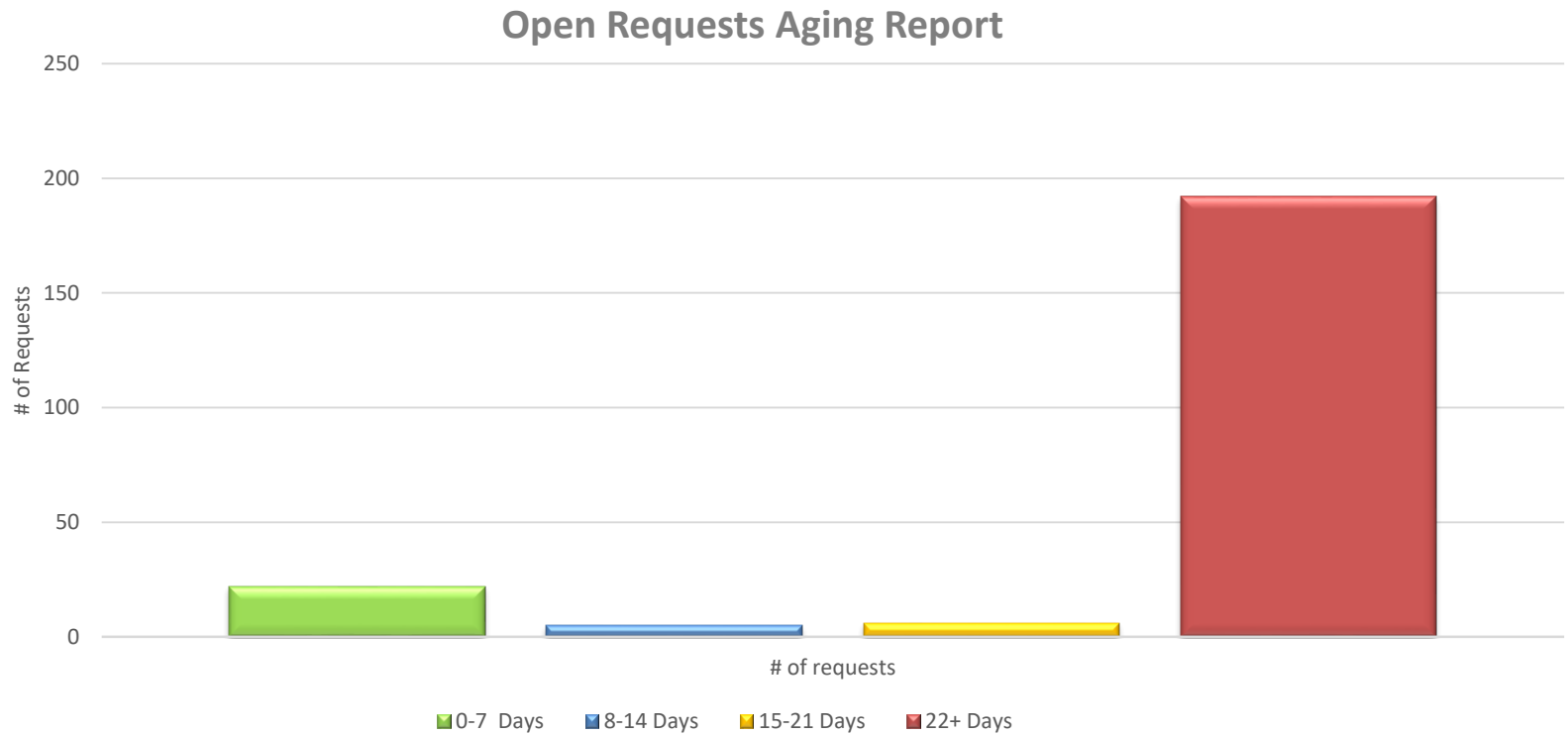
Service Desk Reports May 2020

Requests By BU System





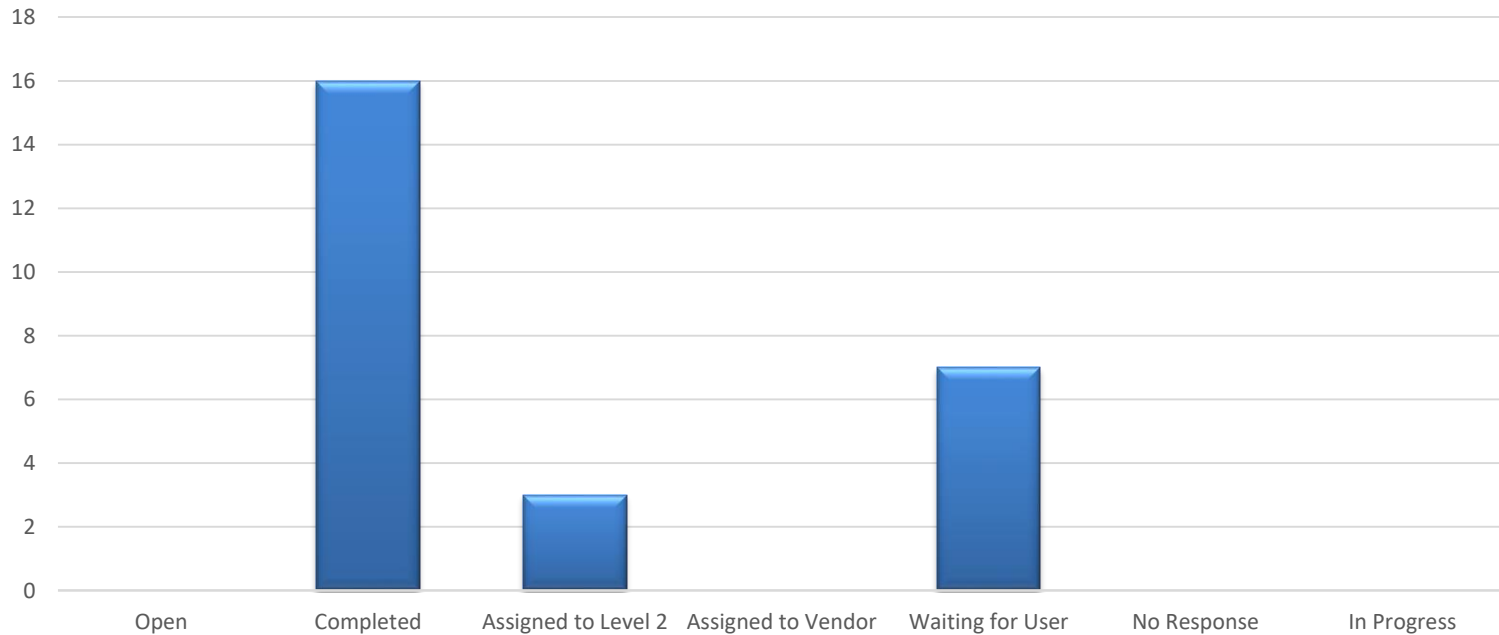
Service Desk Reports May 2020





Service Desk Reports May 2020

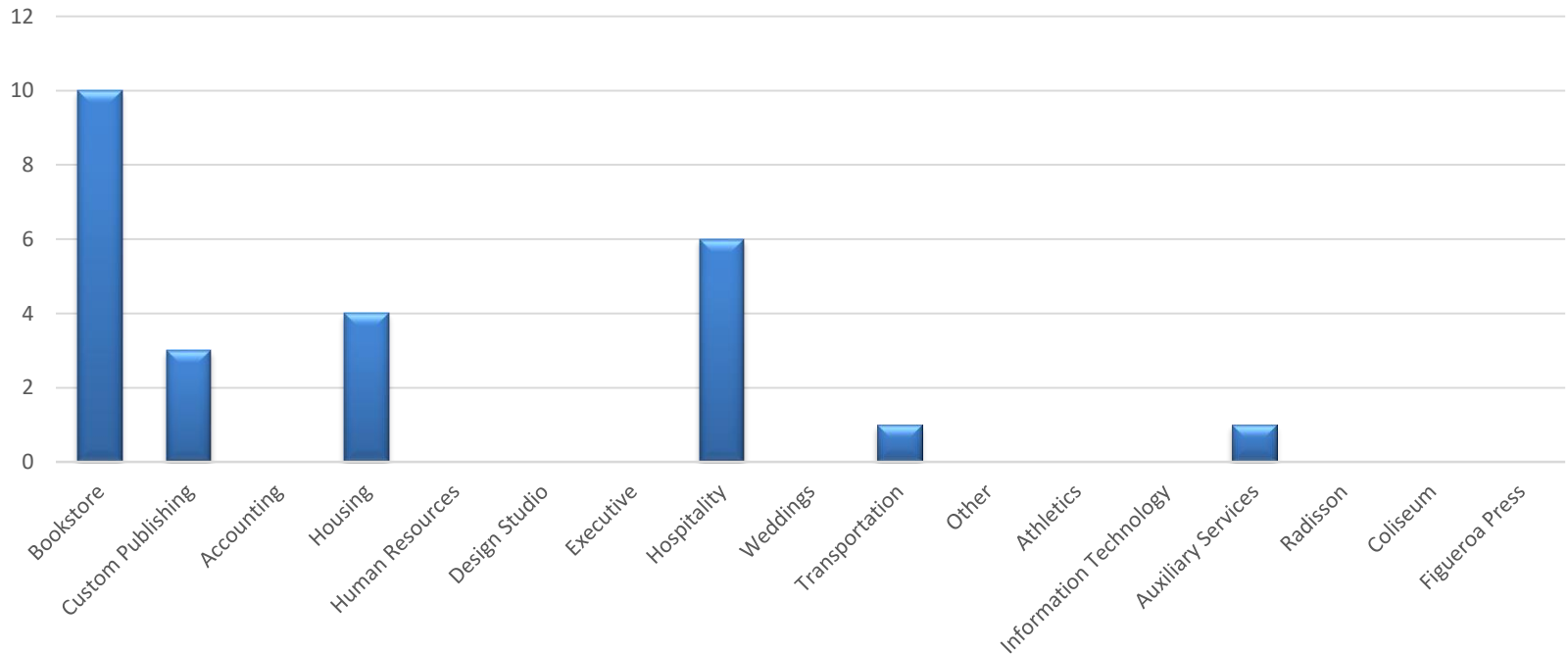
of Web Requests Opened By Status





Service Desk Reports May 2020

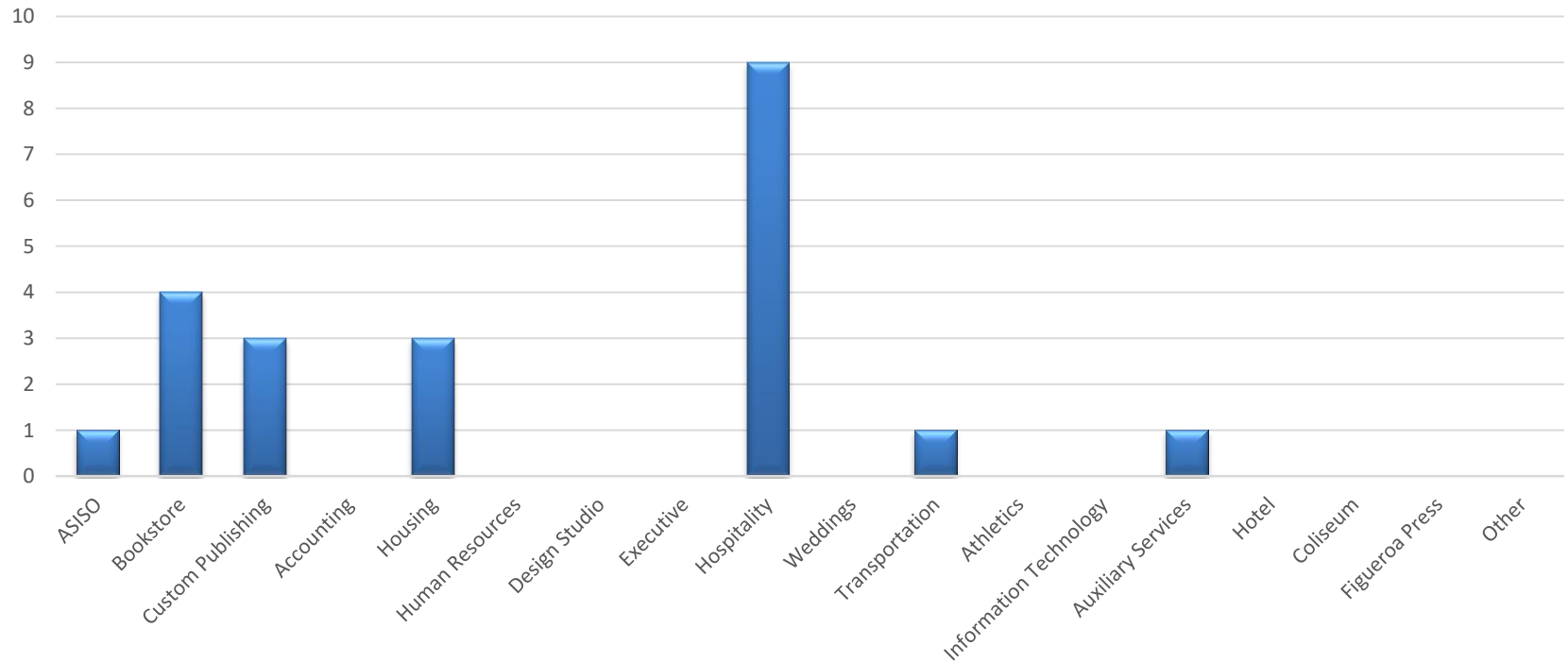
of Web Requests Opened By Unit





Service Desk Reports May 2020

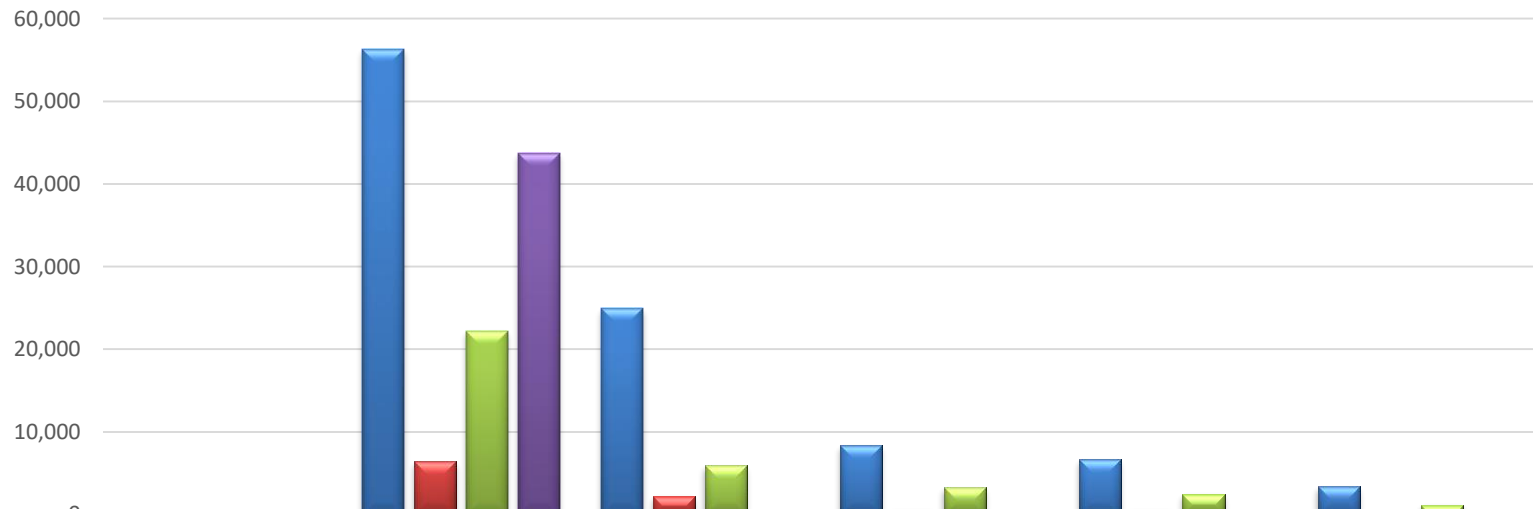
of Web Requests Closed By Unit





Website Reports May 2020

May 2020 Traffic Sources - BU Main Sites

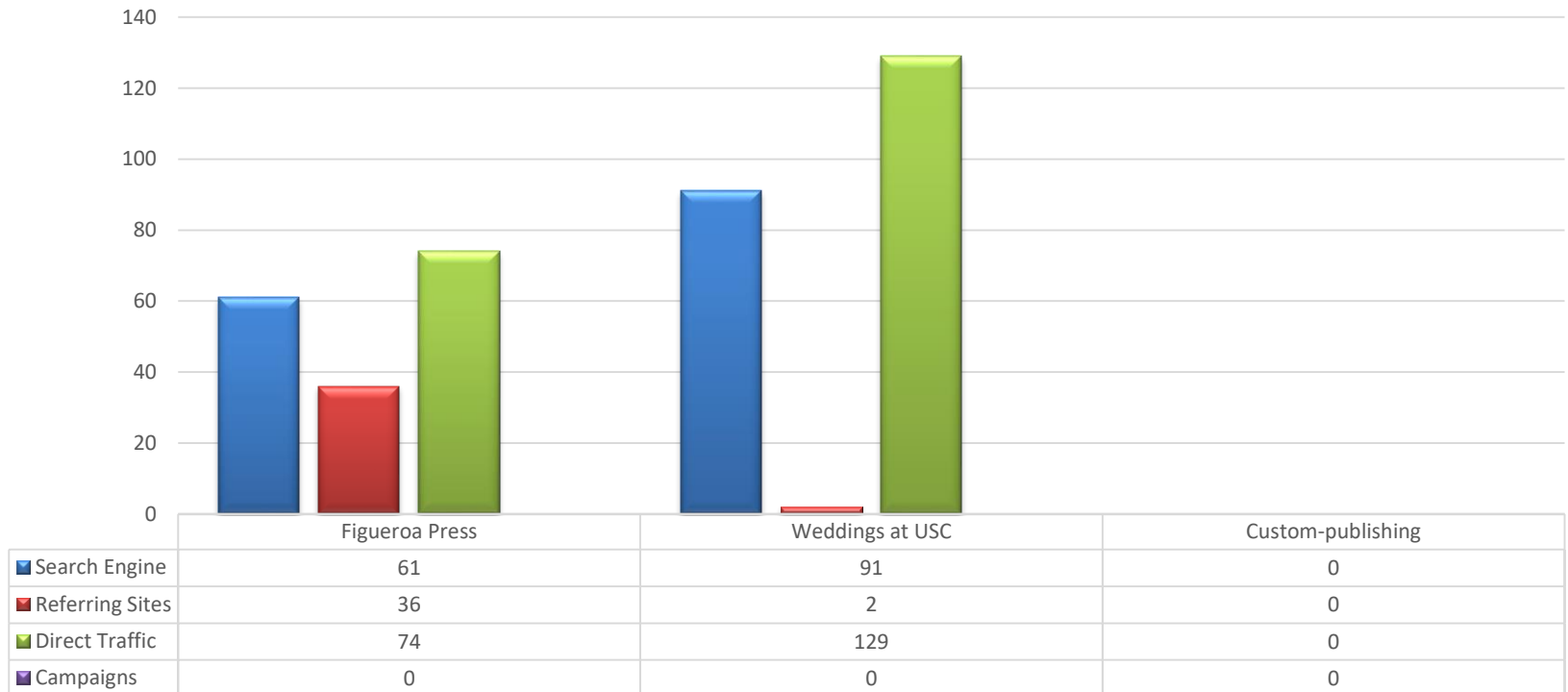


	aux.usc.edu	Bookstore	Housing	Hospitality	Transportation	Coliseum
Search Engine	125	56,338	24,957	8,376	6,668	3,396
Referring Sites	49	6,432	2,242	559	576	180
Direct Traffic	60	22,212	5,880	3,298	2,466	1,175
Campaigns	19	43,761	227	83	196	369



Website Reports May 2020

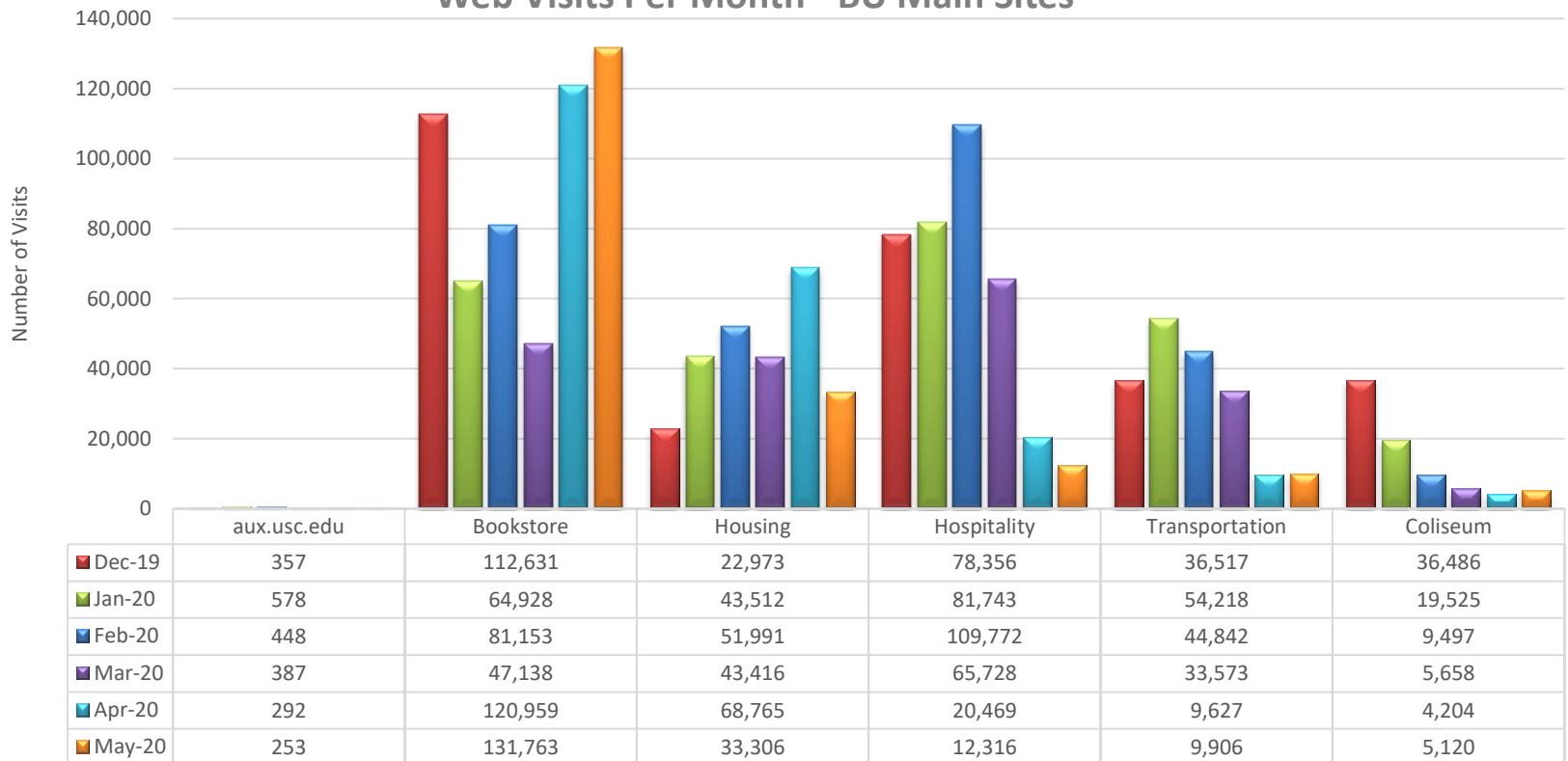
May 2020 Traffic Sources - Other Sites





Website Reports May 2020

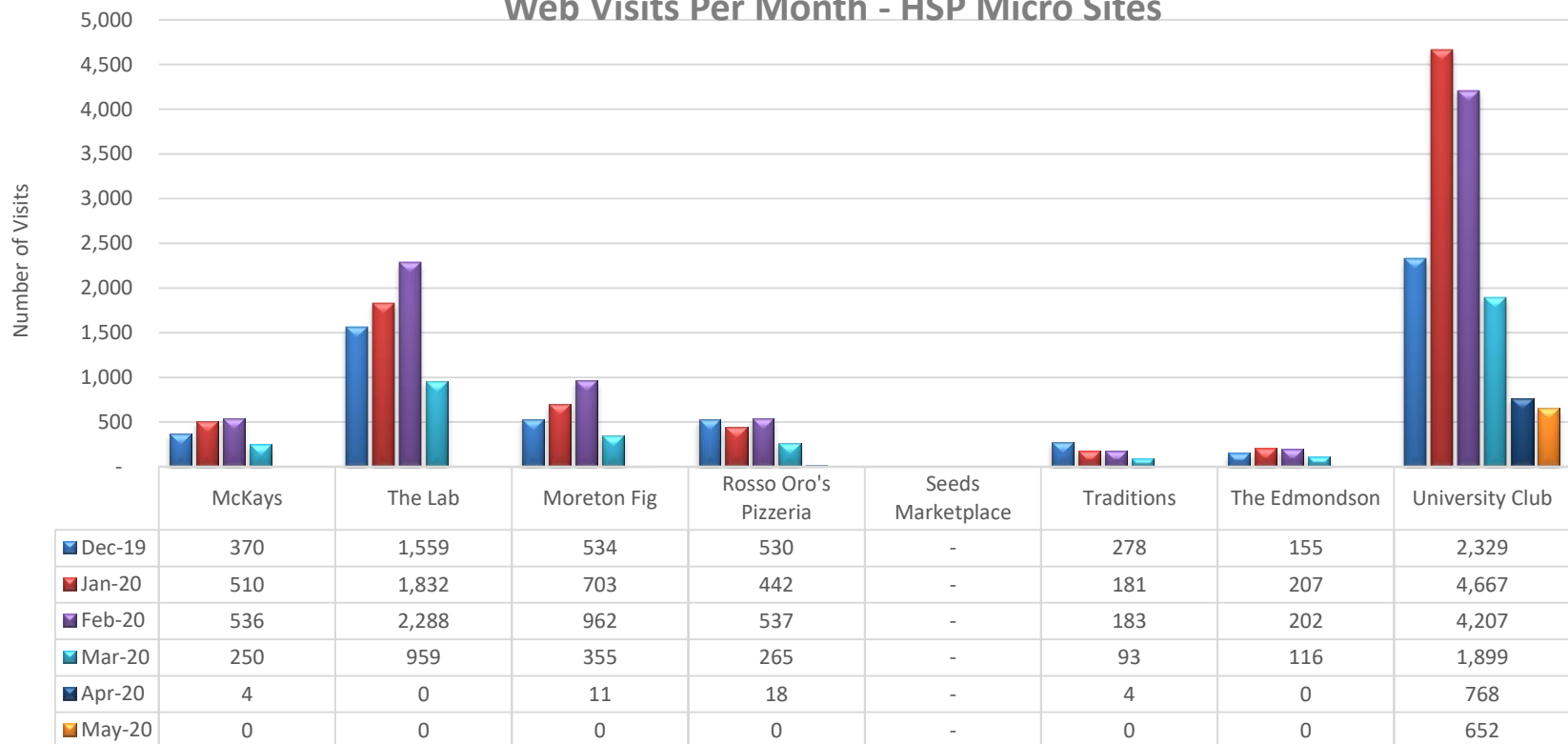
Web Visits Per Month - BU Main Sites





Website Reports May 2020

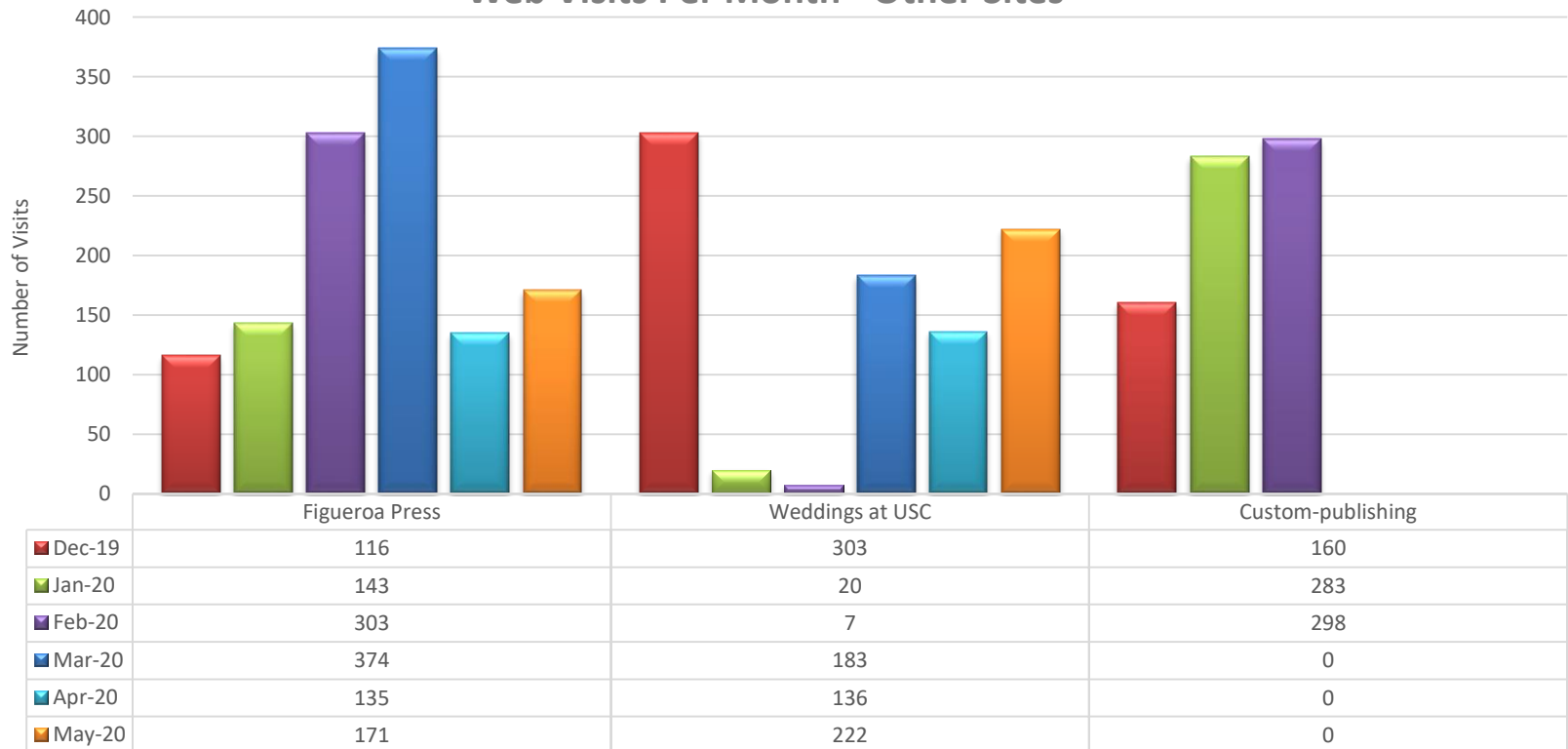
Web Visits Per Month - HSP Micro Sites





Website Reports May 2020

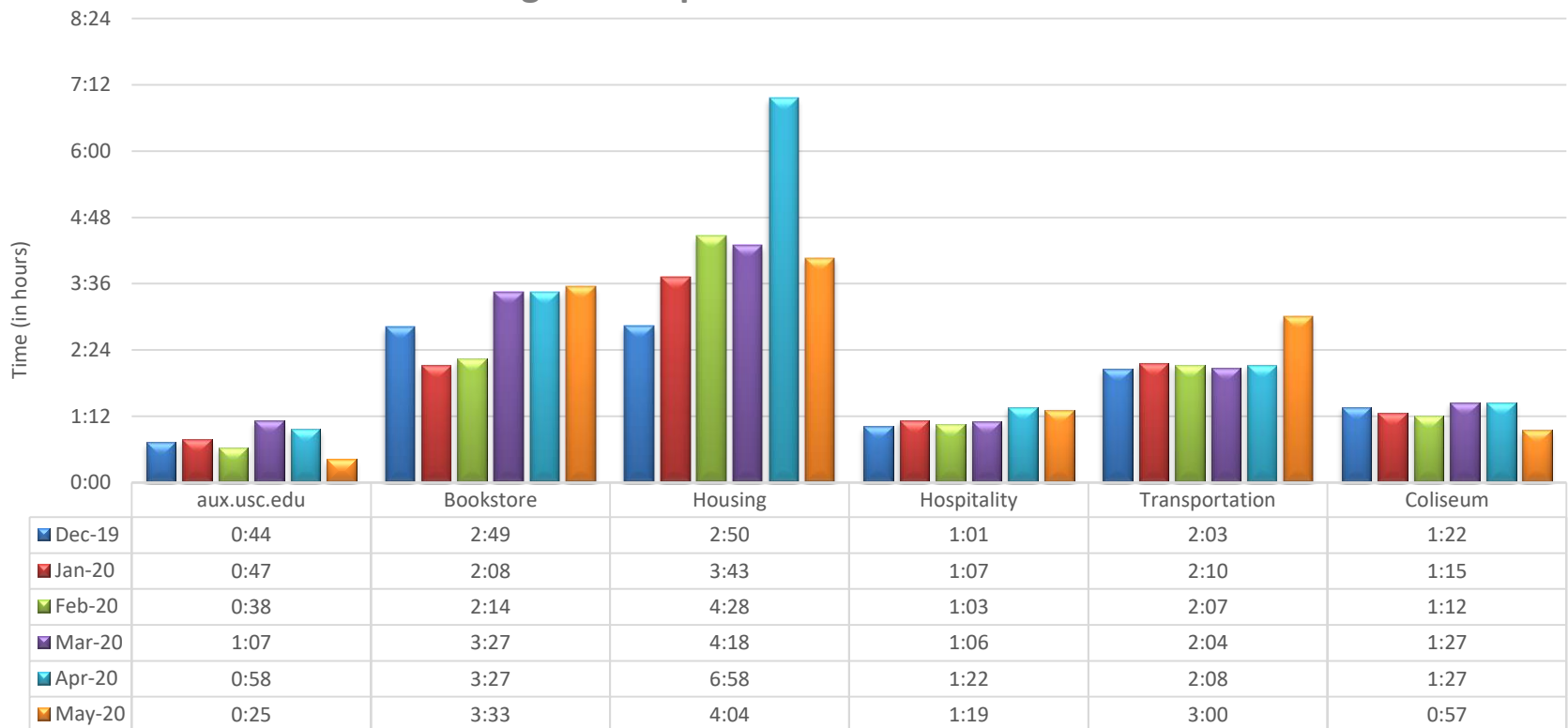
Web Visits Per Month - Other Sites





Website Reports May 2020

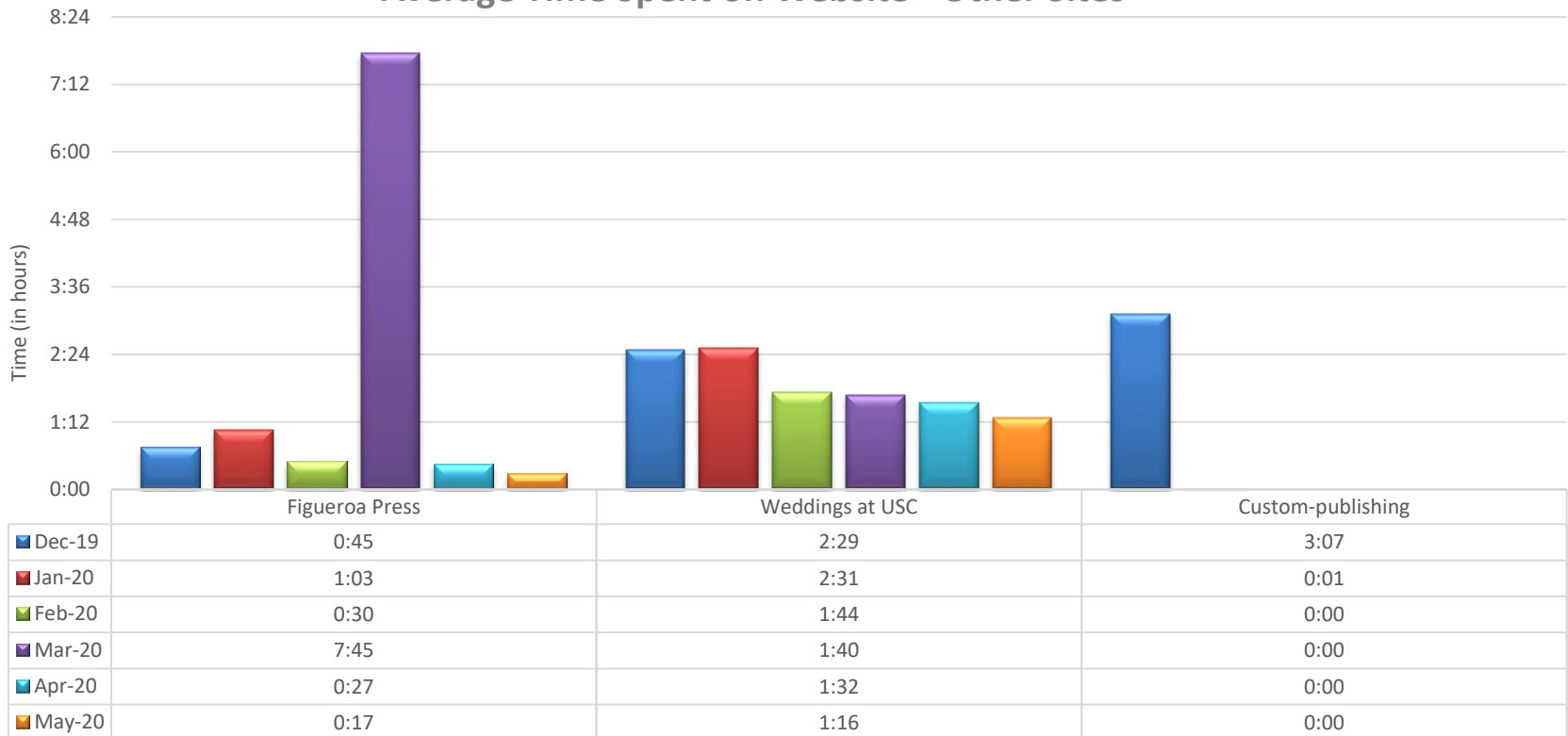
Average Time Spent on Website - BU Main Sites





Website Reports May 2020

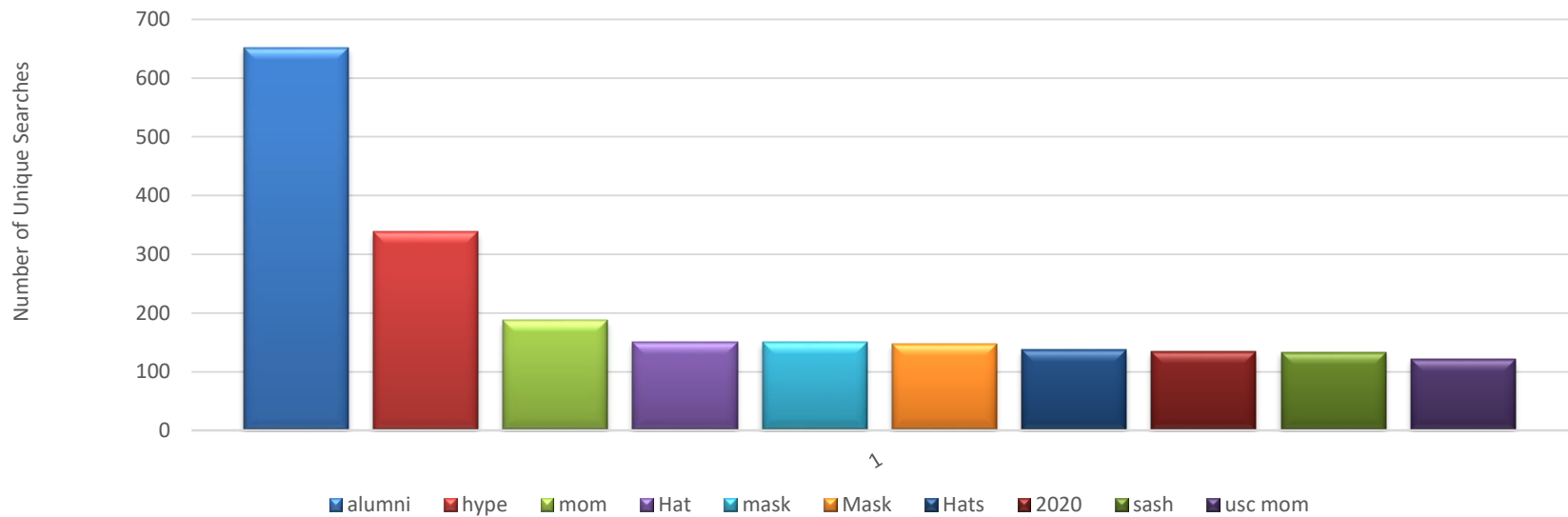
Average Time Spent on Website - Other Sites





Website Reports May 2020

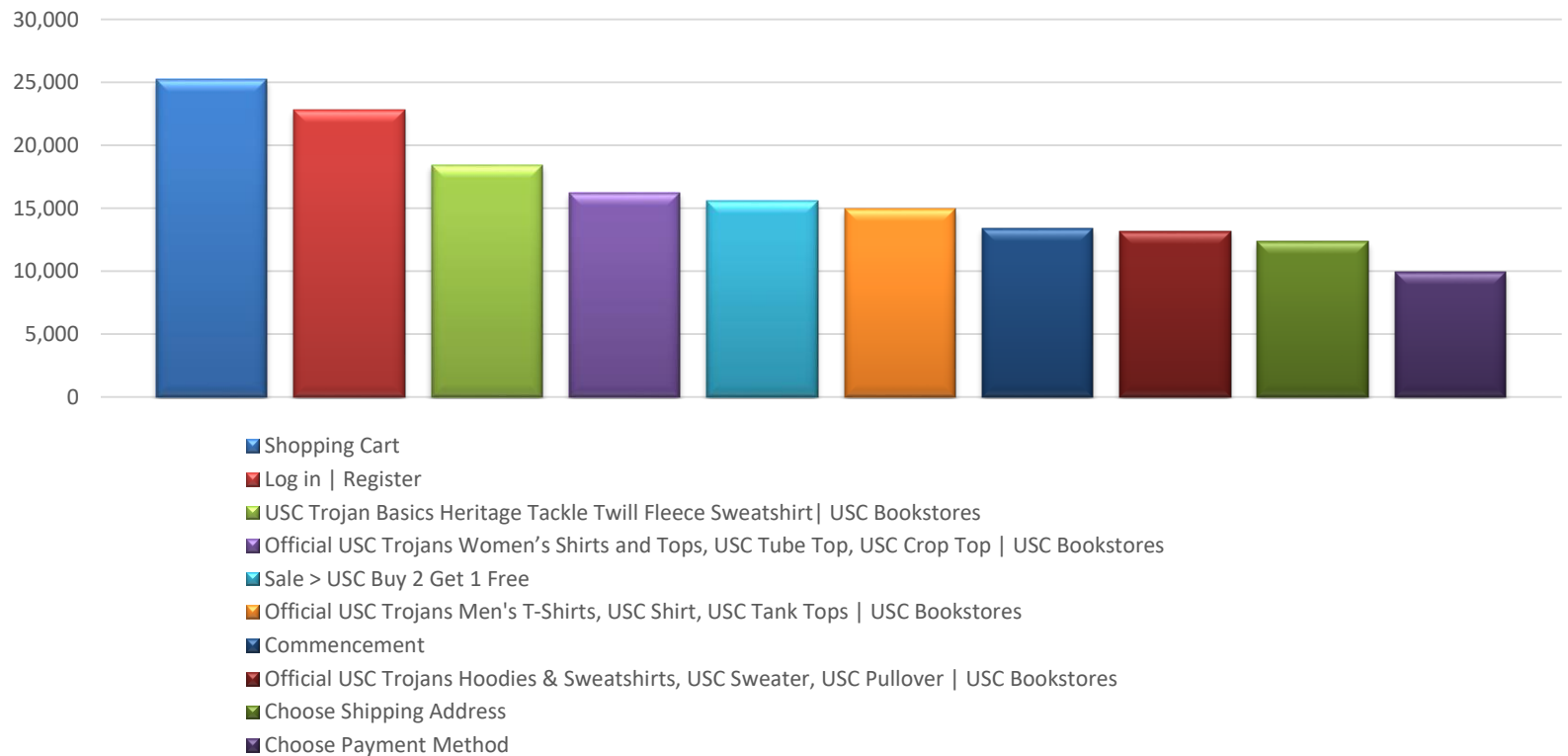
Bookstore Charts 10 Most Searched Items May 2020





Website Reports May 2020

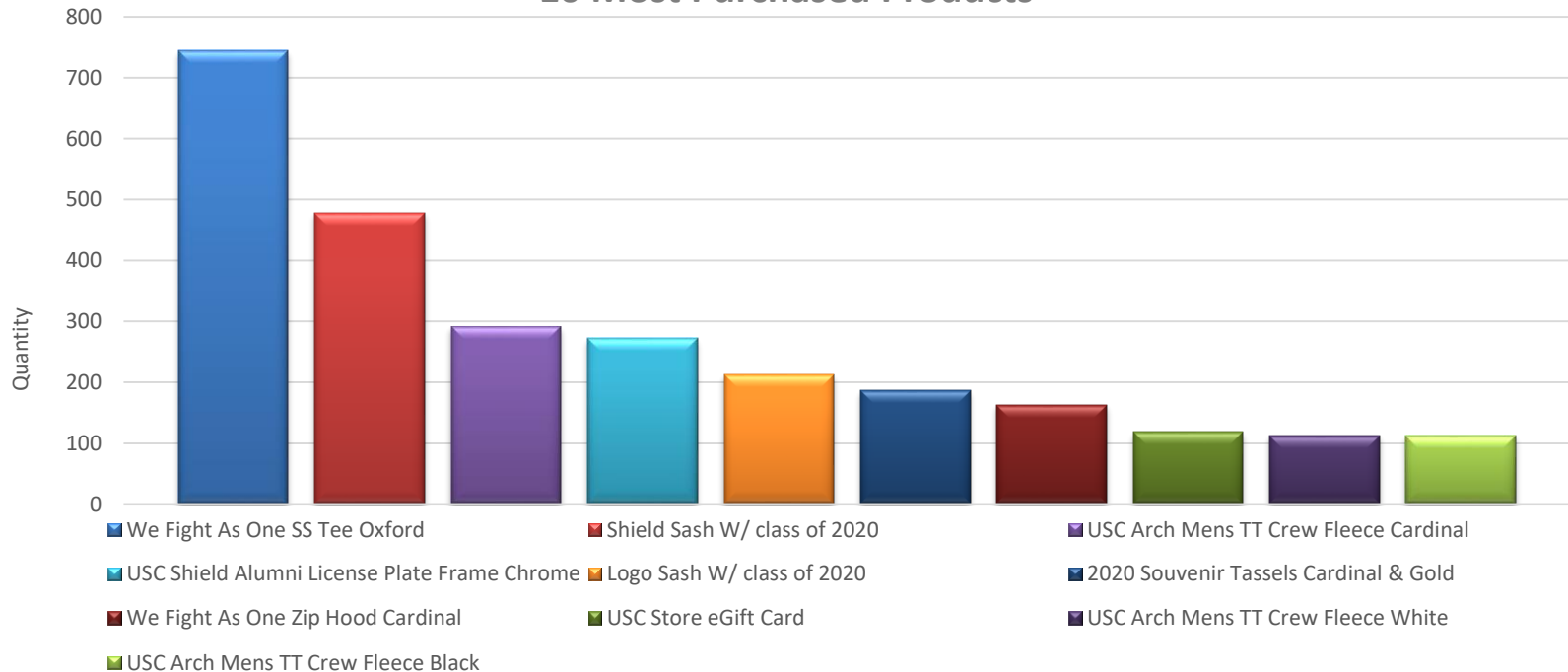
Bookstore Charts 10 Most Viewed Pages





Website Reports May 2020

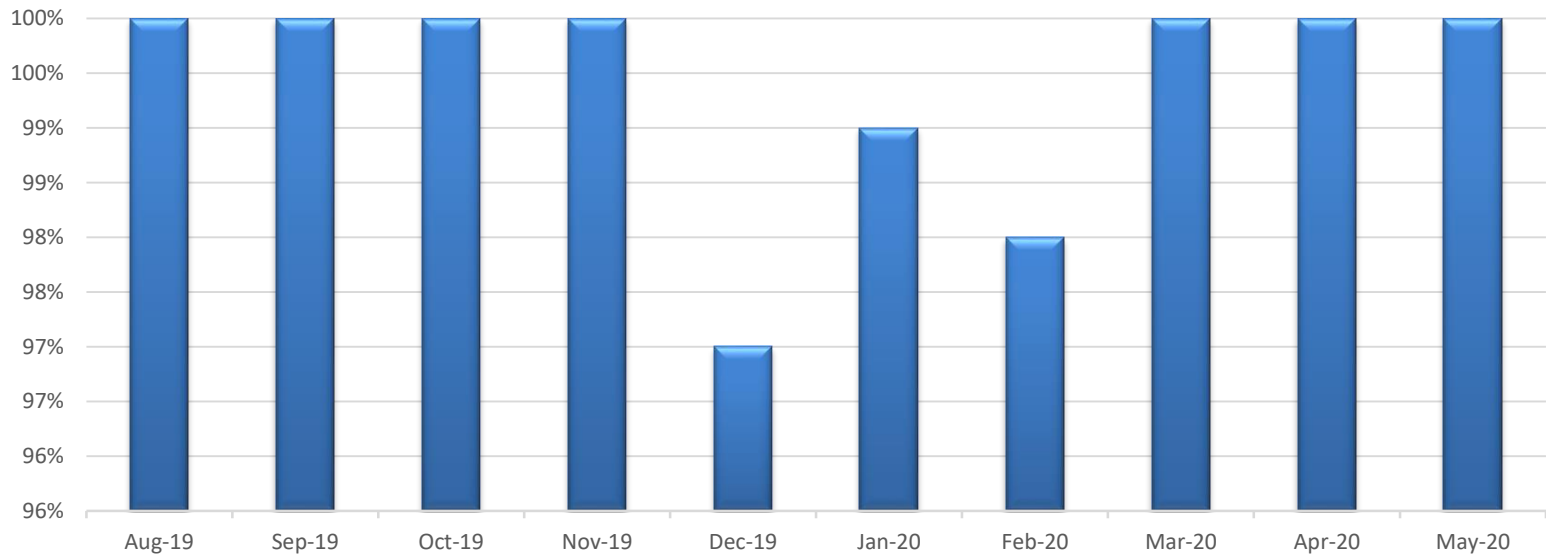
Bookstore Charts
10 Most Purchased Products





Customer Satisfaction Report May 2020

Customer Satisfaction





Thank You !!