



AS IT MONTHLY REPORTS

For October 2020



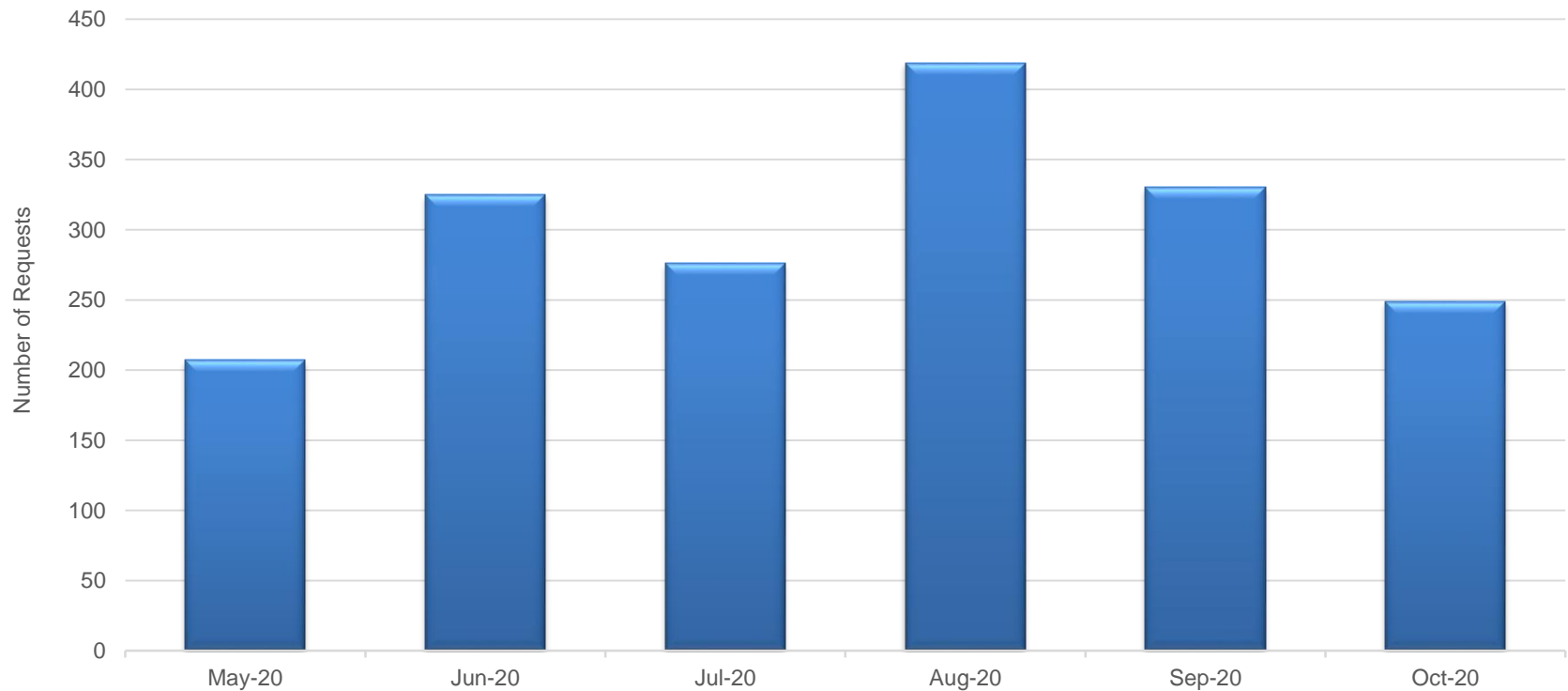
Agenda

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



Service Desk Reports October 2020

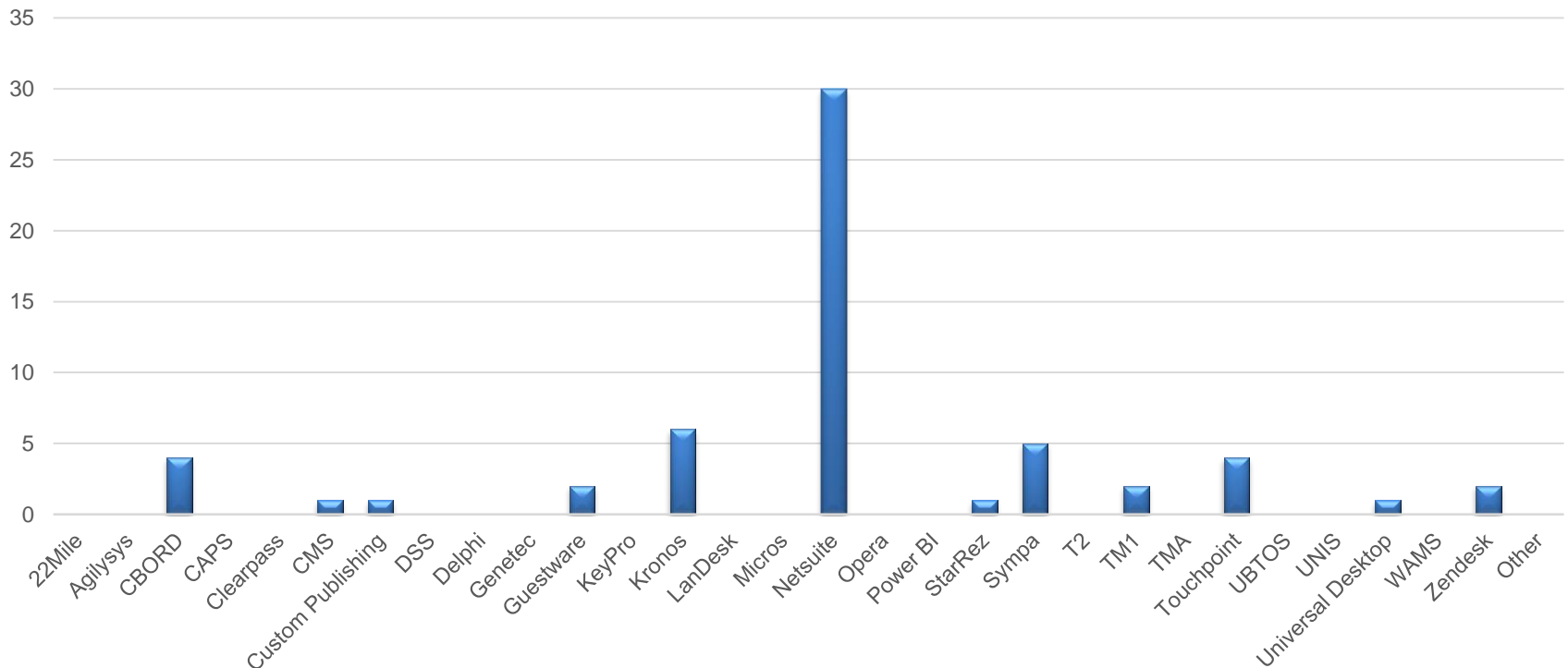
Total New Requests





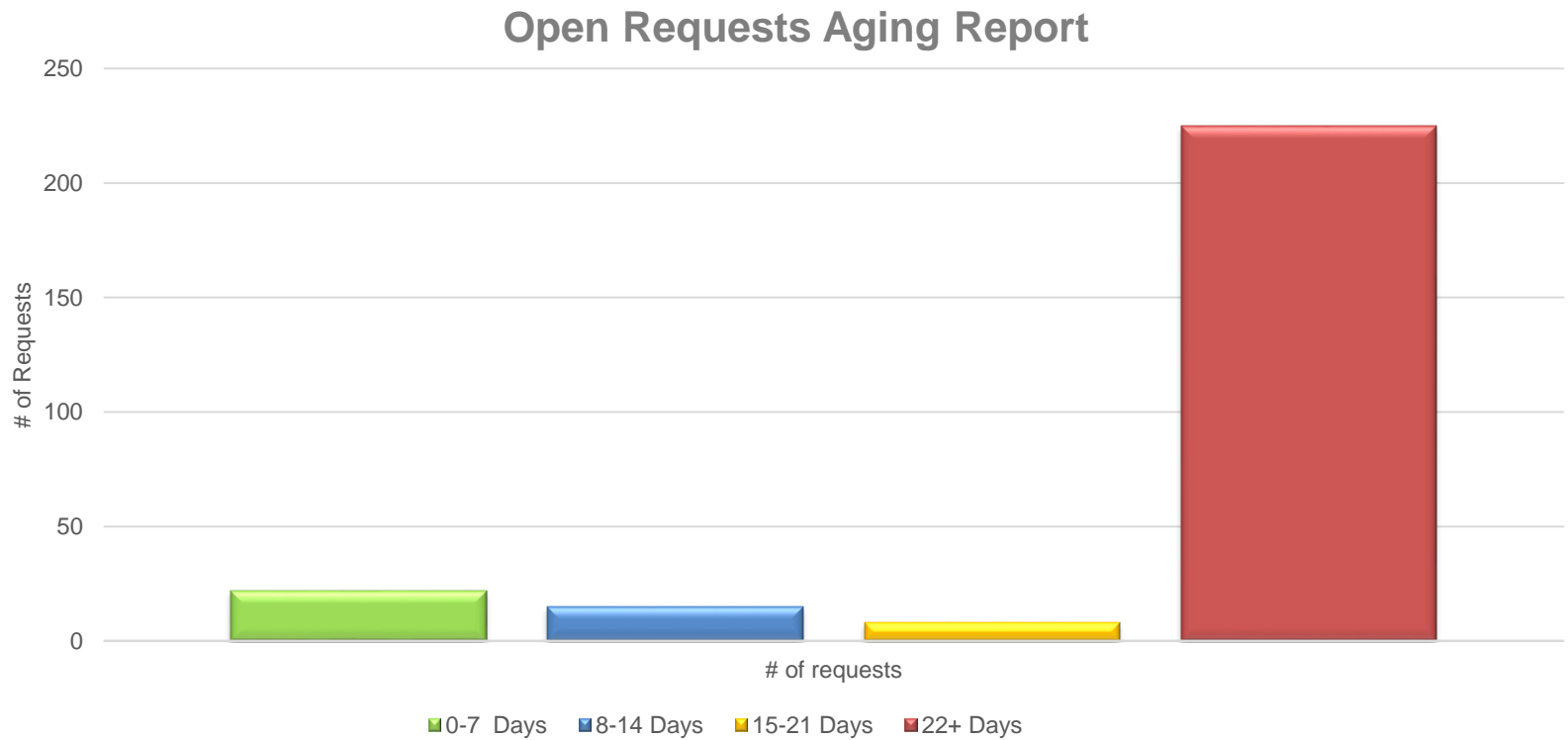
Service Desk Reports October 2020

Requests By BU System





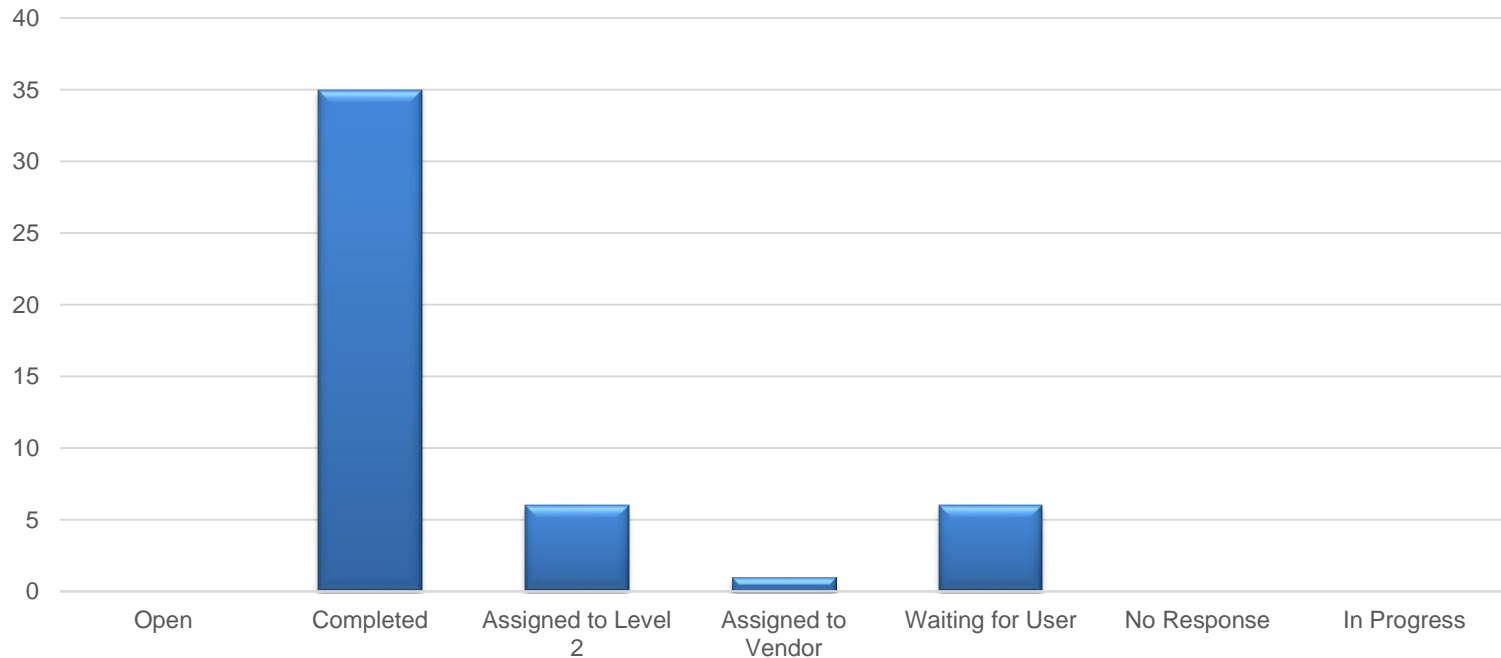
Service Desk Reports October 2020





Service Desk Reports October 2020

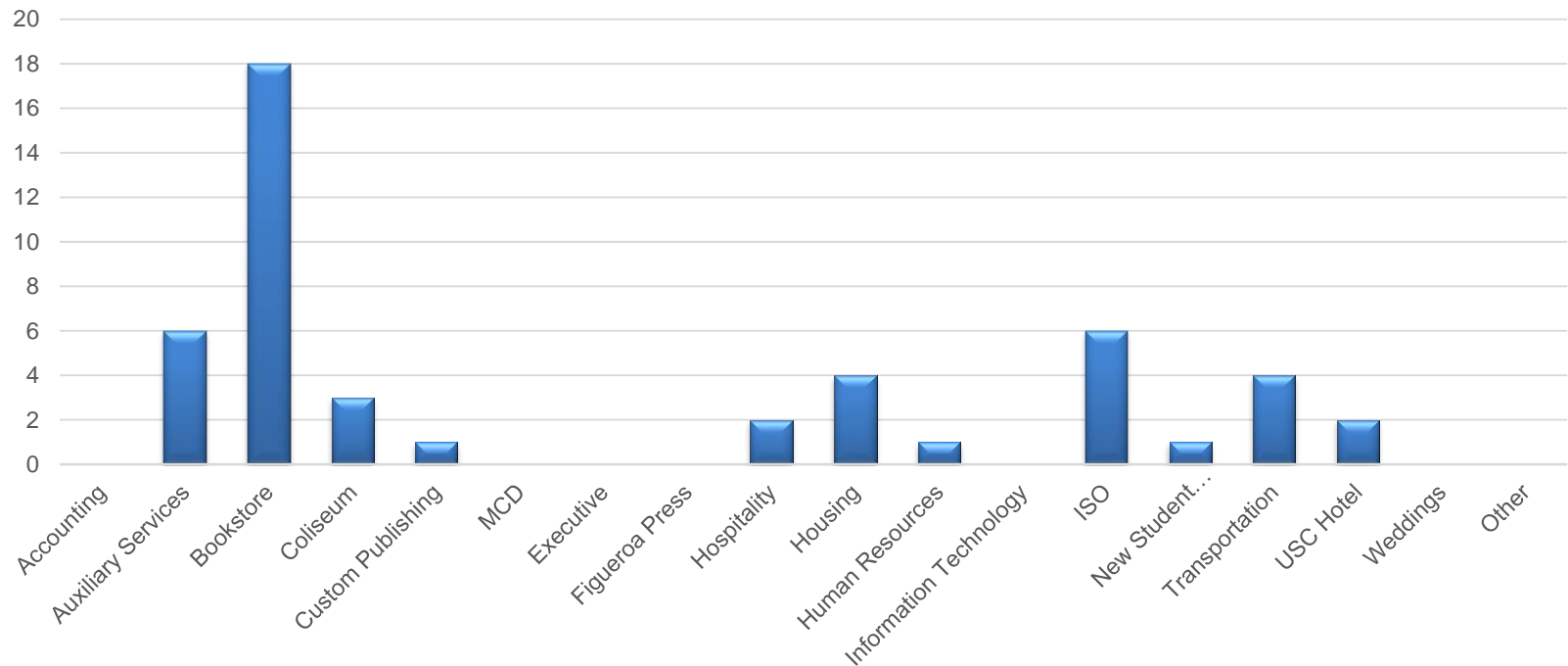
of Web Requests Opened By Status





Service Desk Reports October 2020

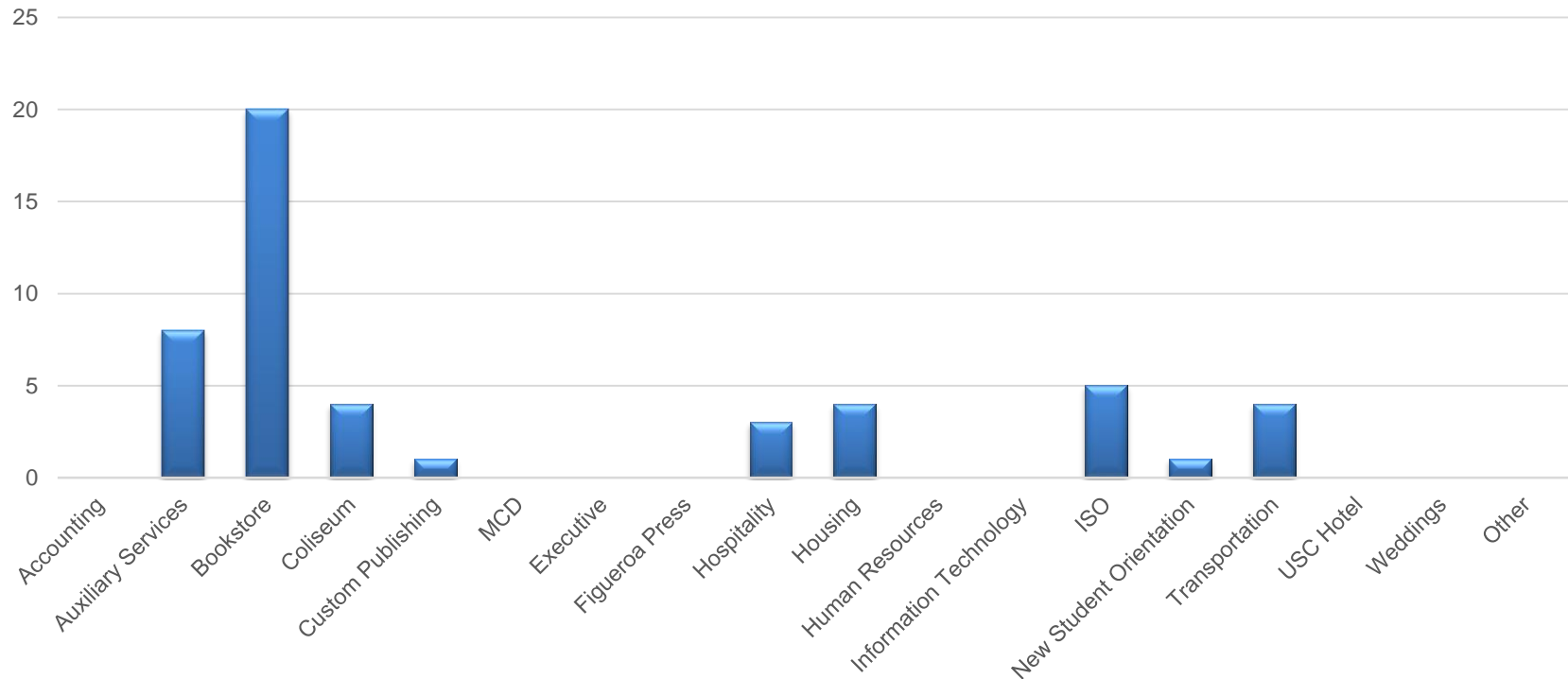
of Web Requests Opened By Unit





Service Desk Reports October 2020

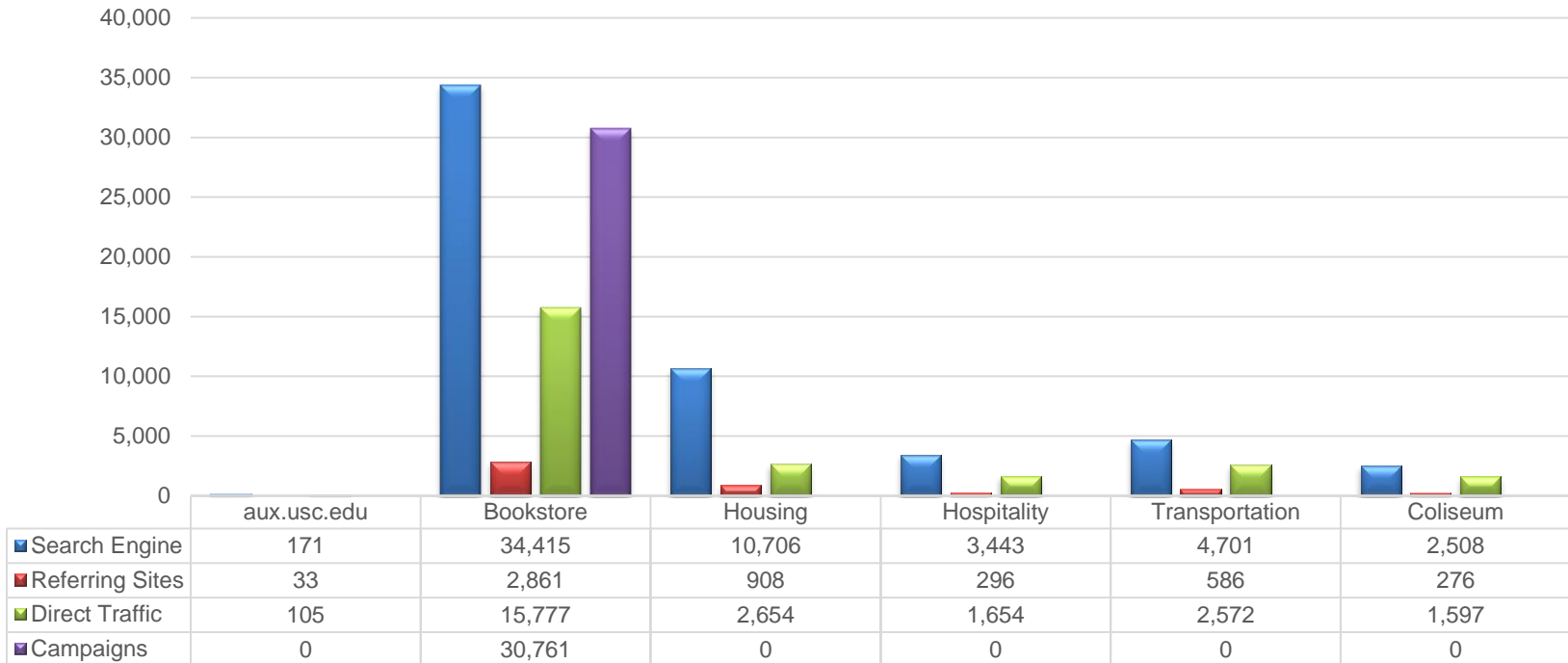
of Web Requests Closed By Unit





Website Reports October 2020

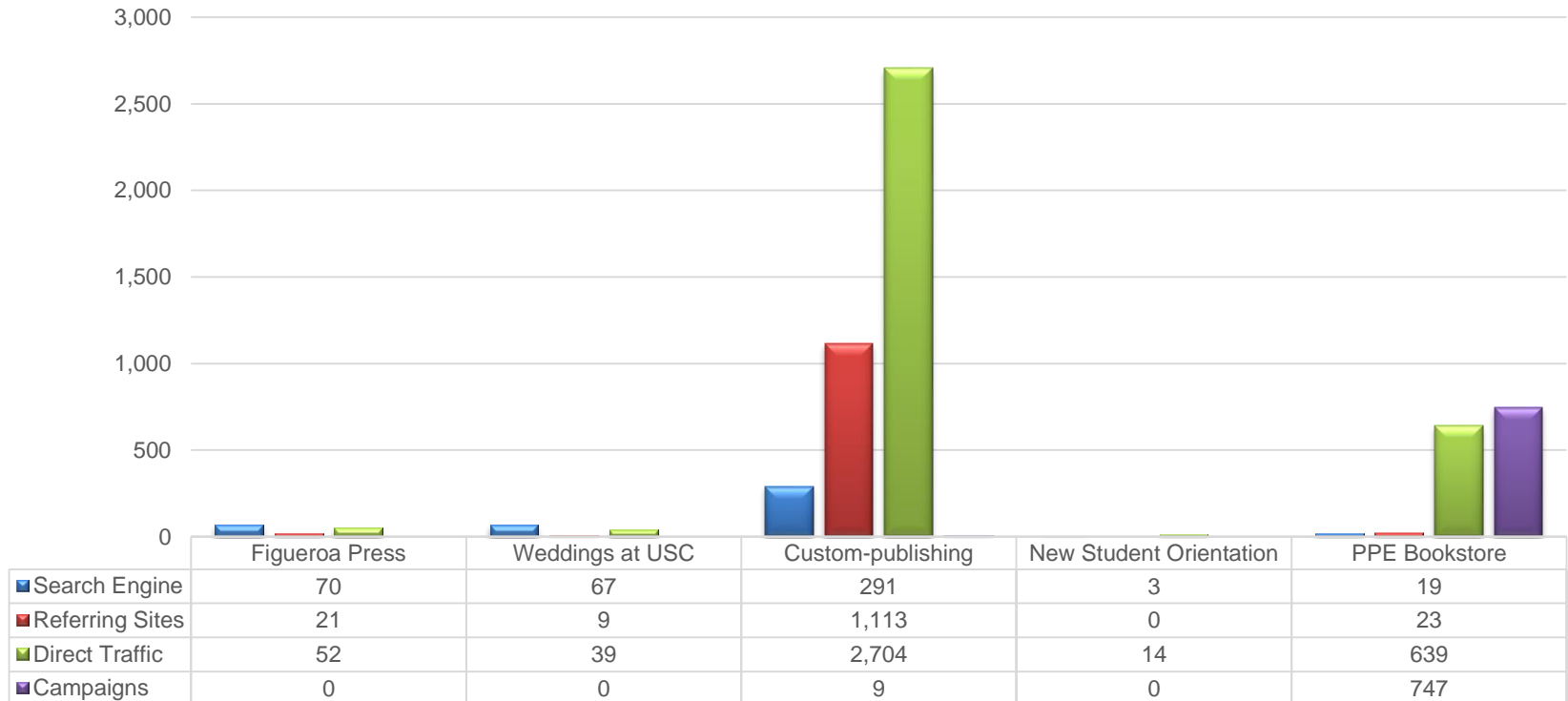
October 2020 Traffic Sources - BU Main Sites





Website Reports October 2020

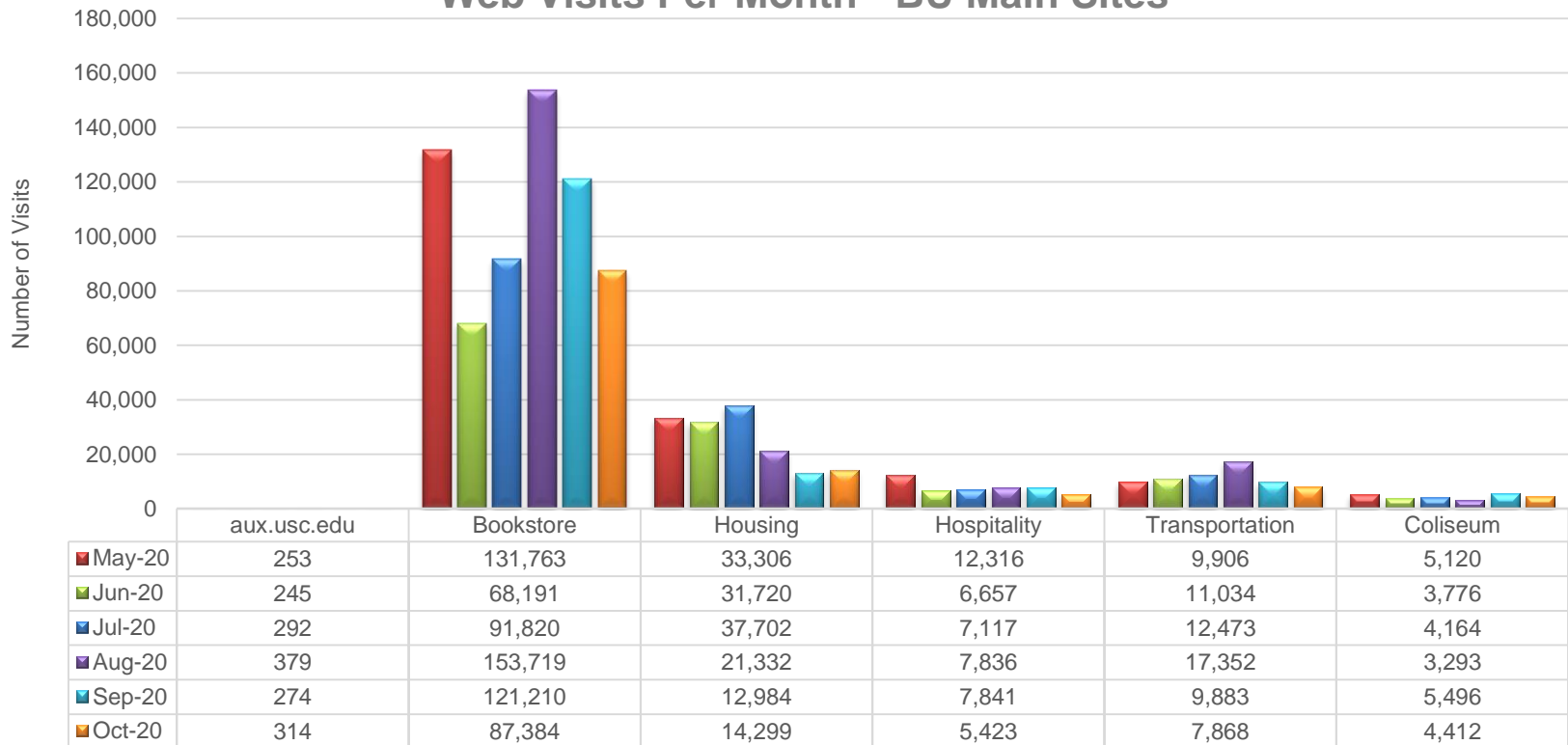
October 2020 Traffic Sources - Other Sites





Website Reports October 2020

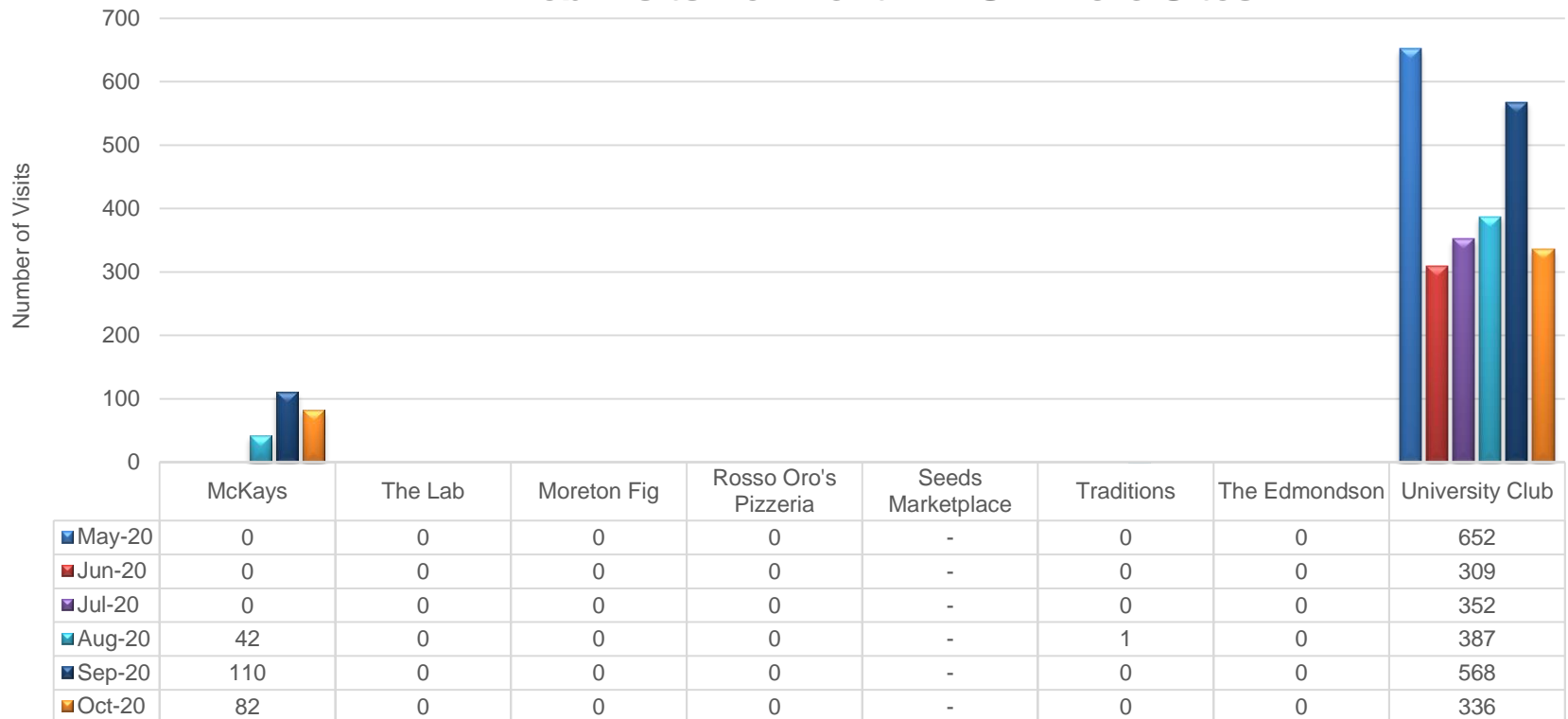
Web Visits Per Month - BU Main Sites





Website Reports October 2020

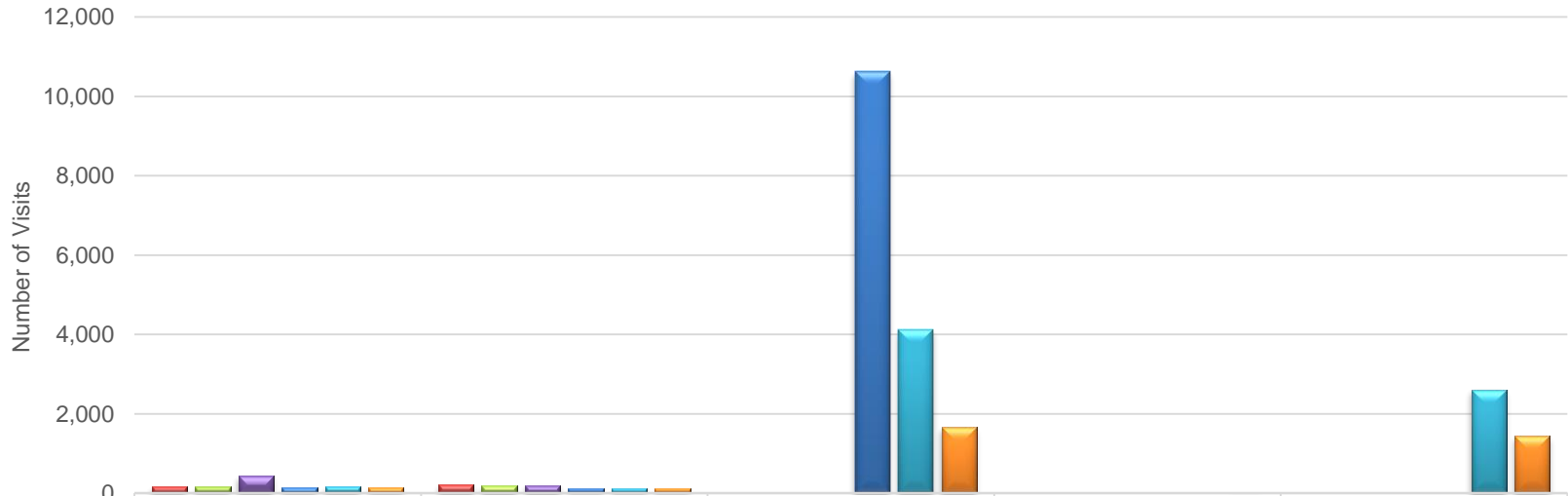
Web Visits Per Month - HSP Micro Sites





Website Reports October 2020

Web Visits Per Month - Other Sites

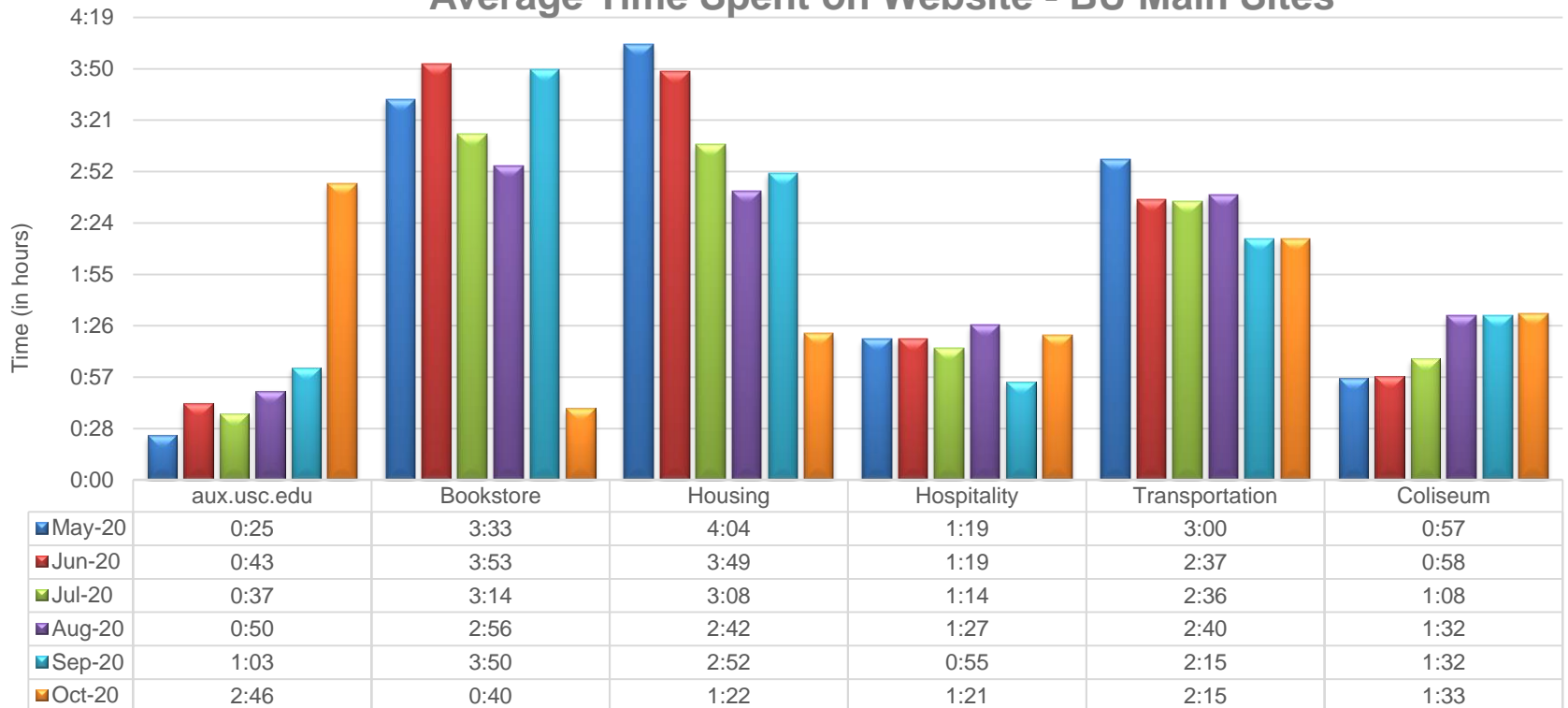


	Figueroa Press	Weddings at USC	Custom-publishing	New Student Orientation	PPE Bookstore
■ May-20	171	222	0		
■ Jun-20	153	194	0		
■ Jul-20	432	197	0		
■ Aug-20	145	118	10,623		
■ Sep-20	162	115	4,117	14	2,606
■ Oct-20	144	115	1,666	17	1,444



Website Reports October 2020

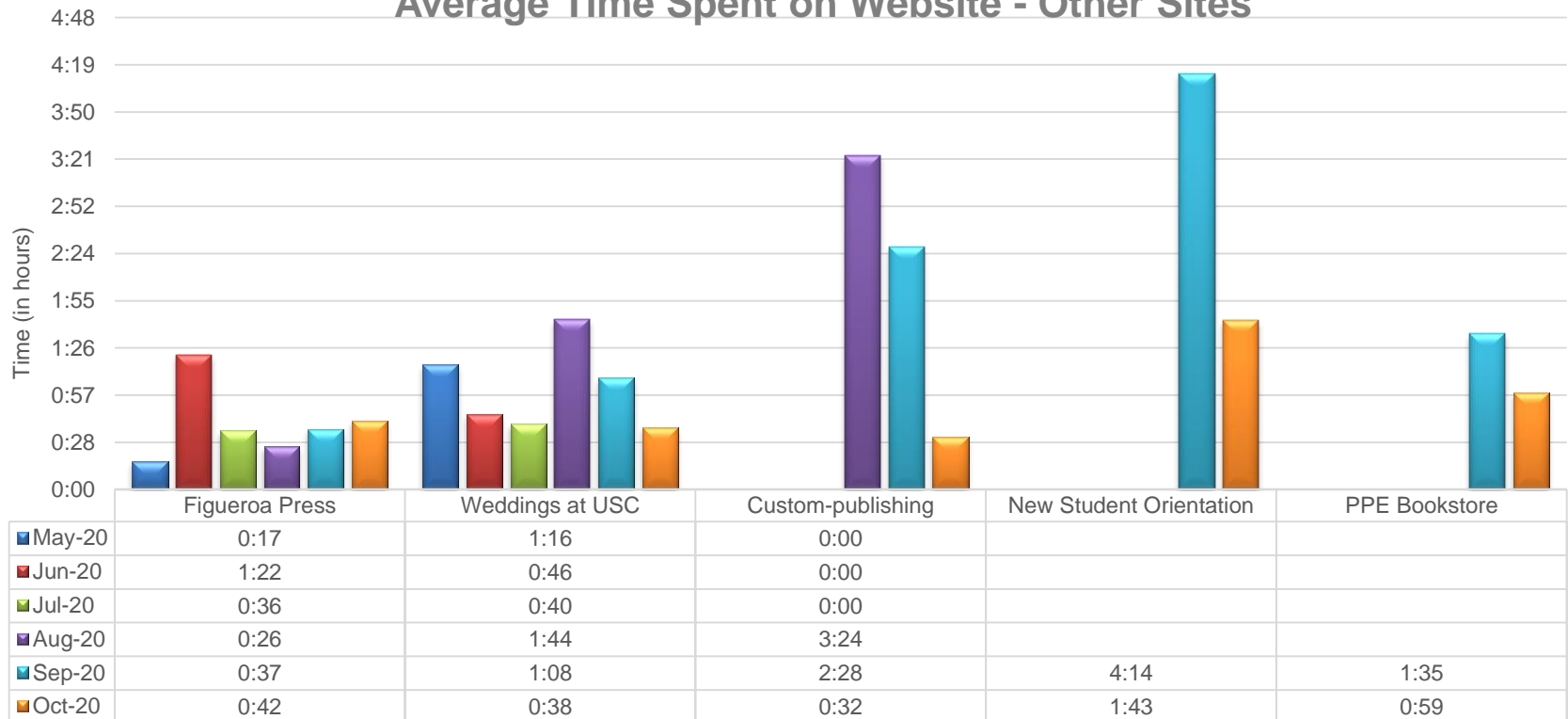
Average Time Spent on Website - BU Main Sites





Website Reports October 2020

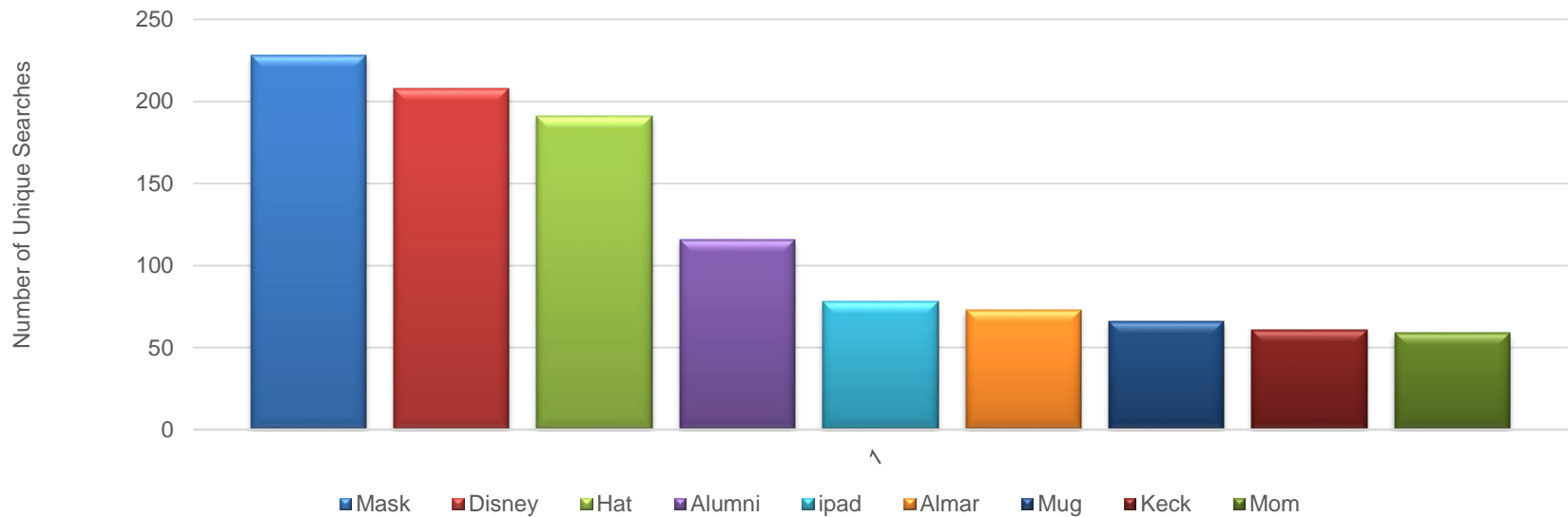
Average Time Spent on Website - Other Sites





Website Reports October 2020

Bookstore Charts 10 Most Searched Items October 2020





Website Reports October 2020

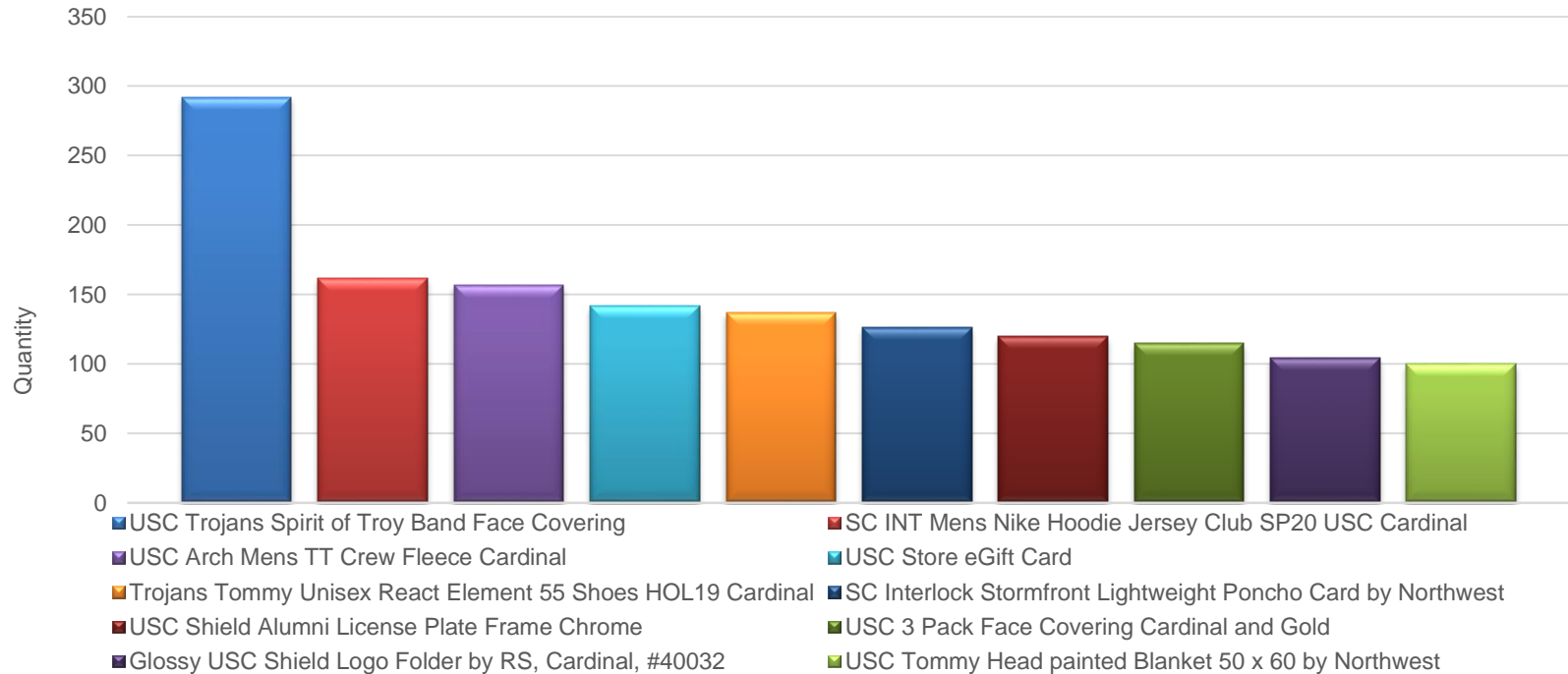
Bookstore Charts 10 Most Viewed Pages





Website Reports October 2020

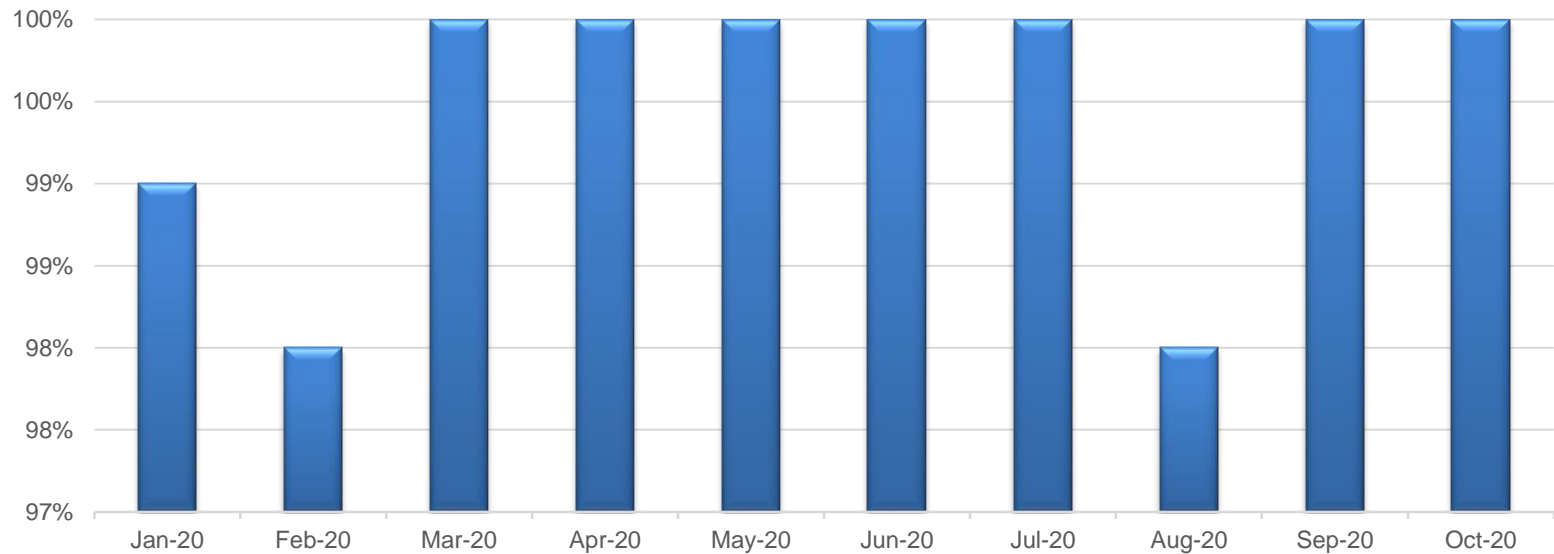
Bookstore Charts 10 Most Purchased Products





Customer Satisfaction Report October 2020

Customer Satisfaction





Thank You !!