



AS IT MONTHLY REPORTS

For September 2020



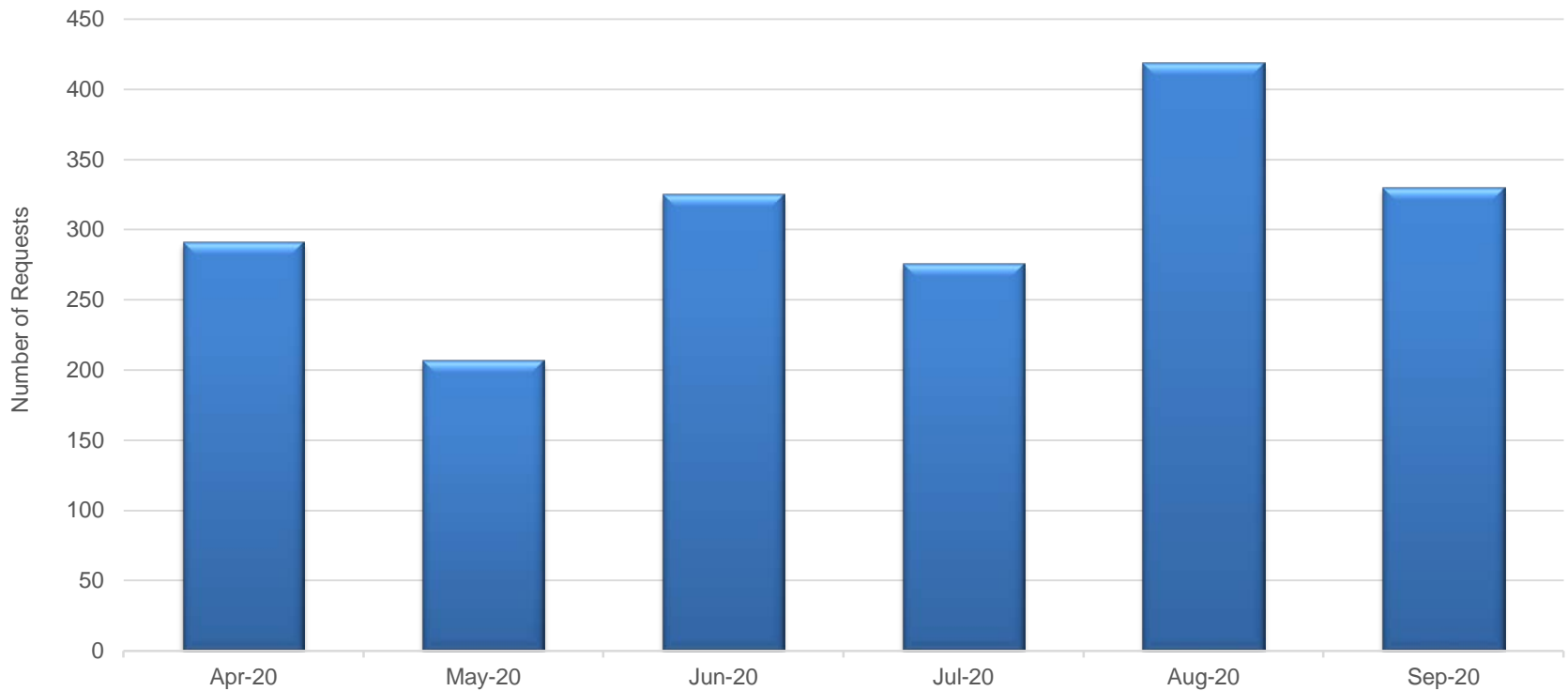
Agenda

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



Service Desk Reports September 2020

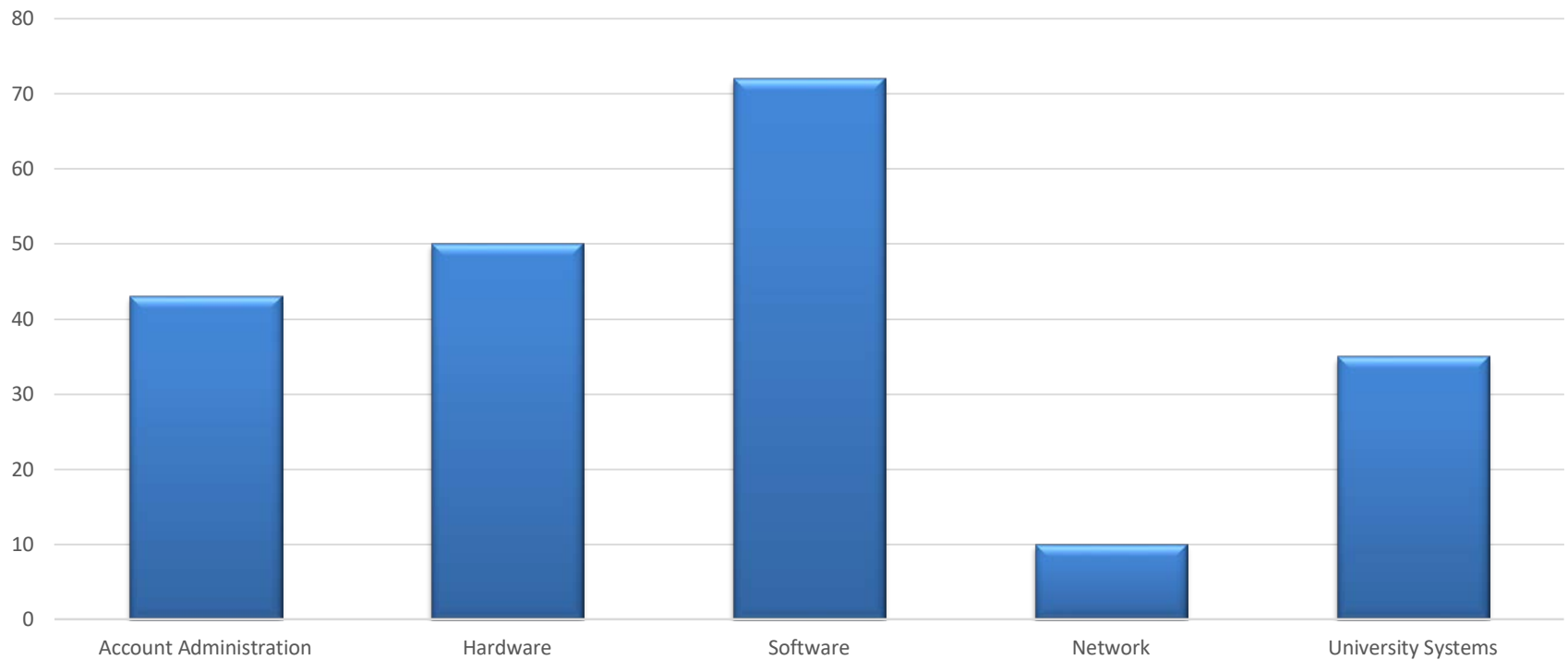
Total New Requests





Service Desk Reports September 2020

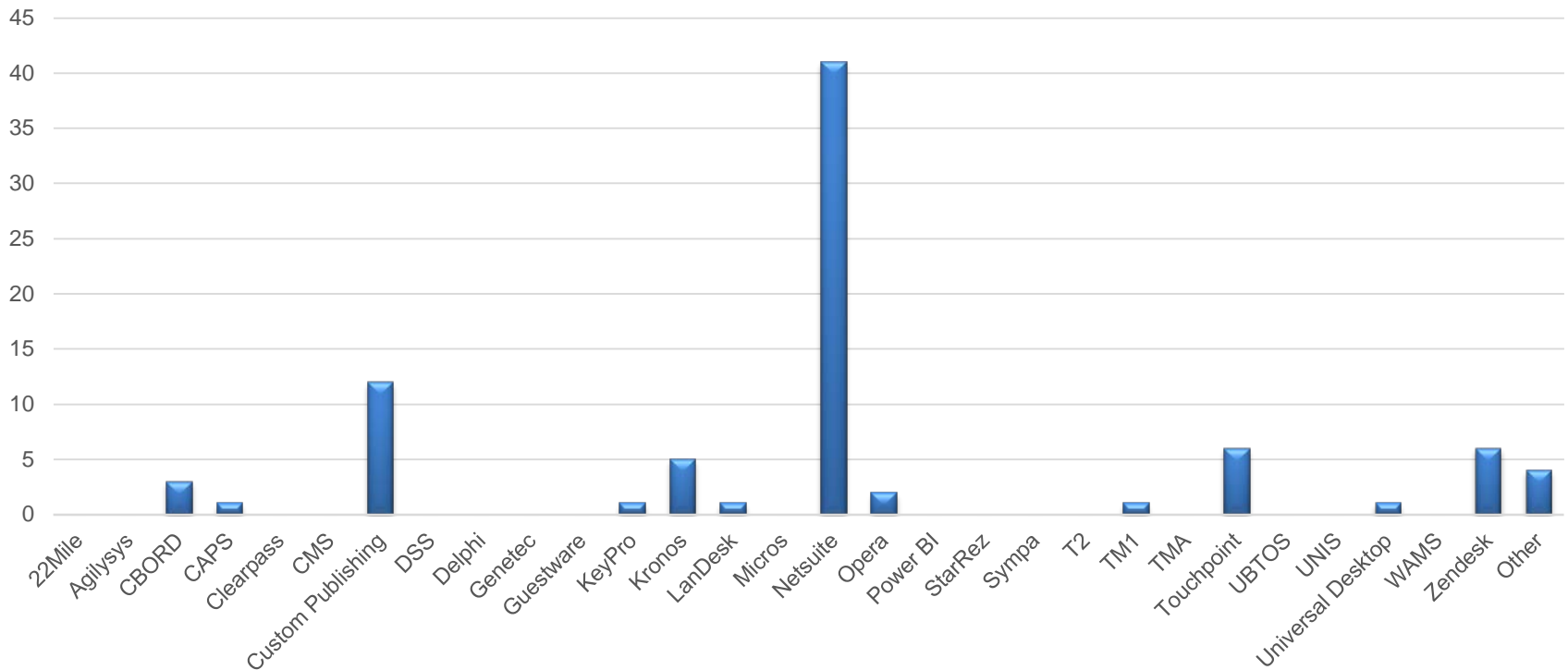
Requests By Main Categories





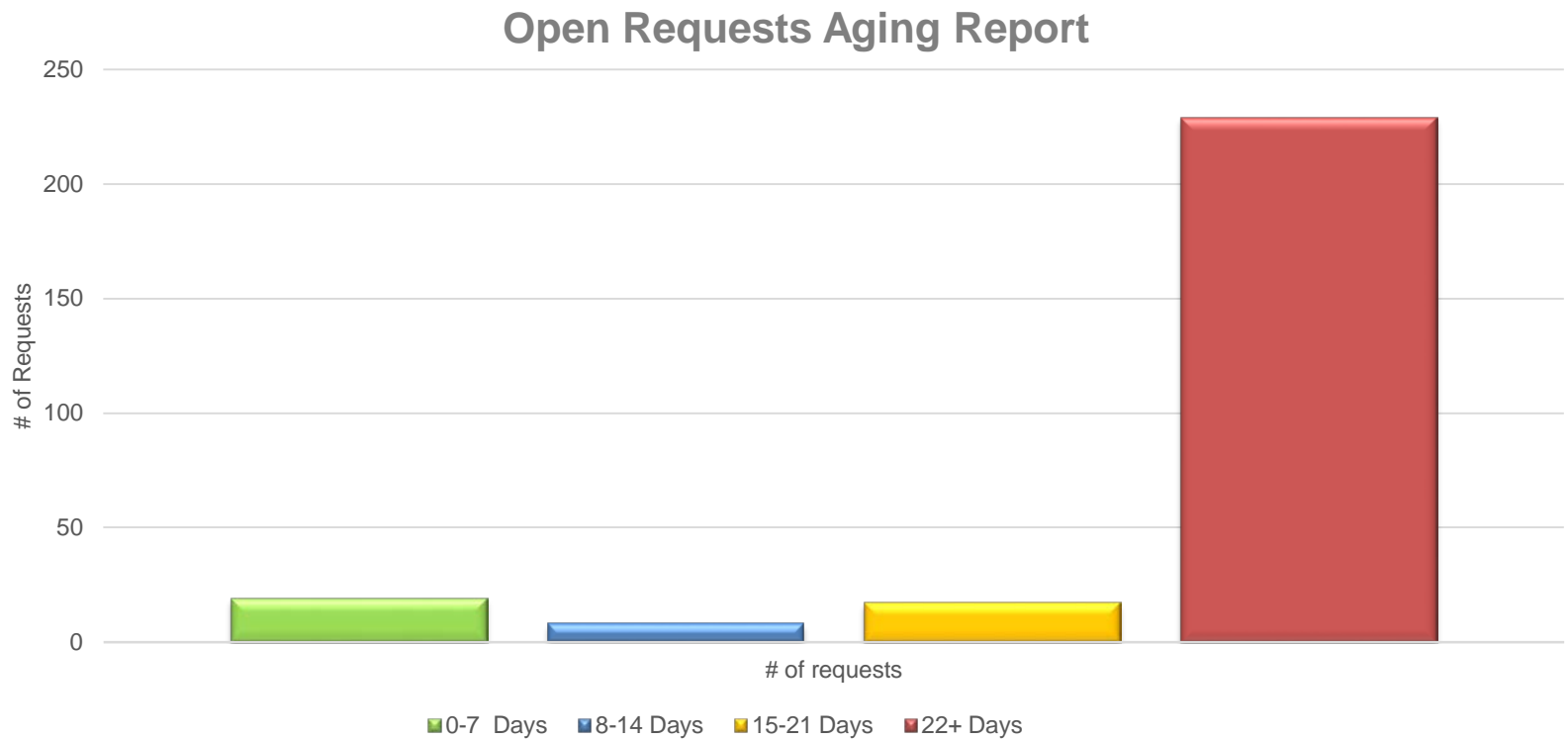
Service Desk Reports September 2020

Requests By BU System





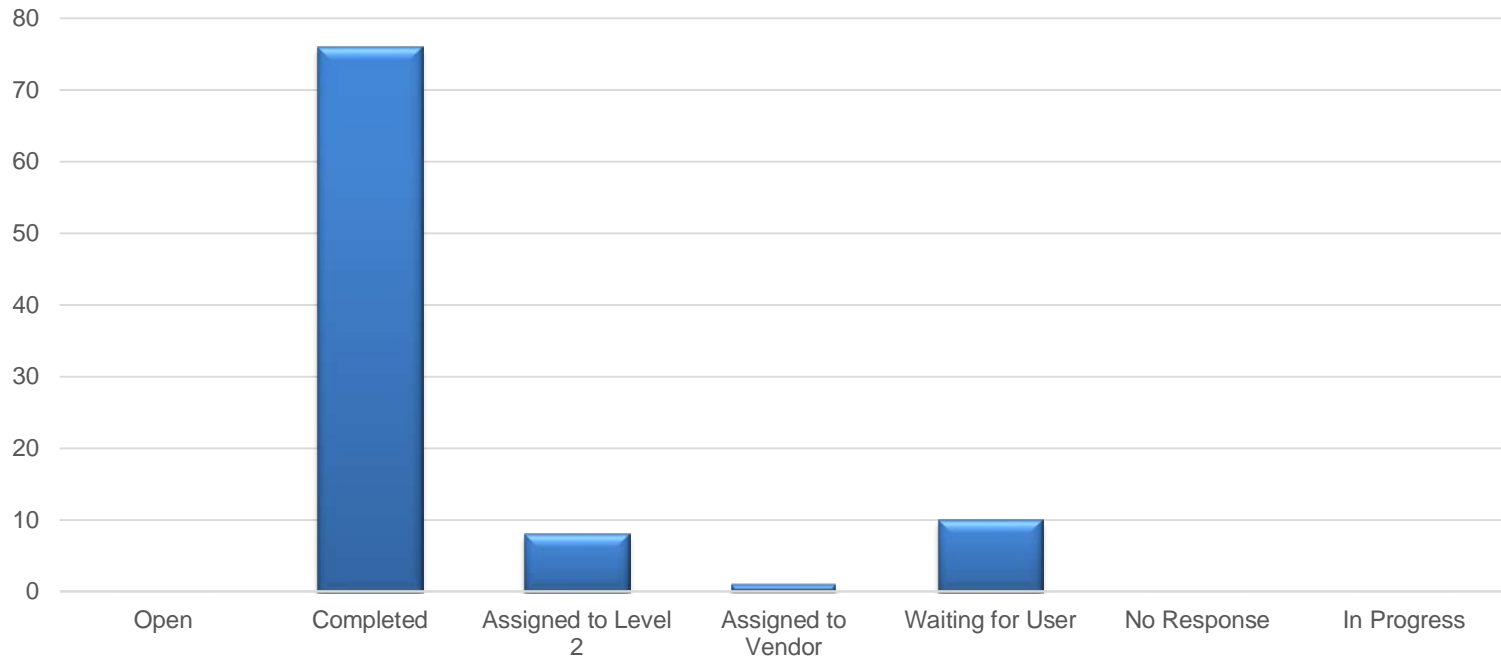
Service Desk Reports September 2020





Service Desk Reports September 2020

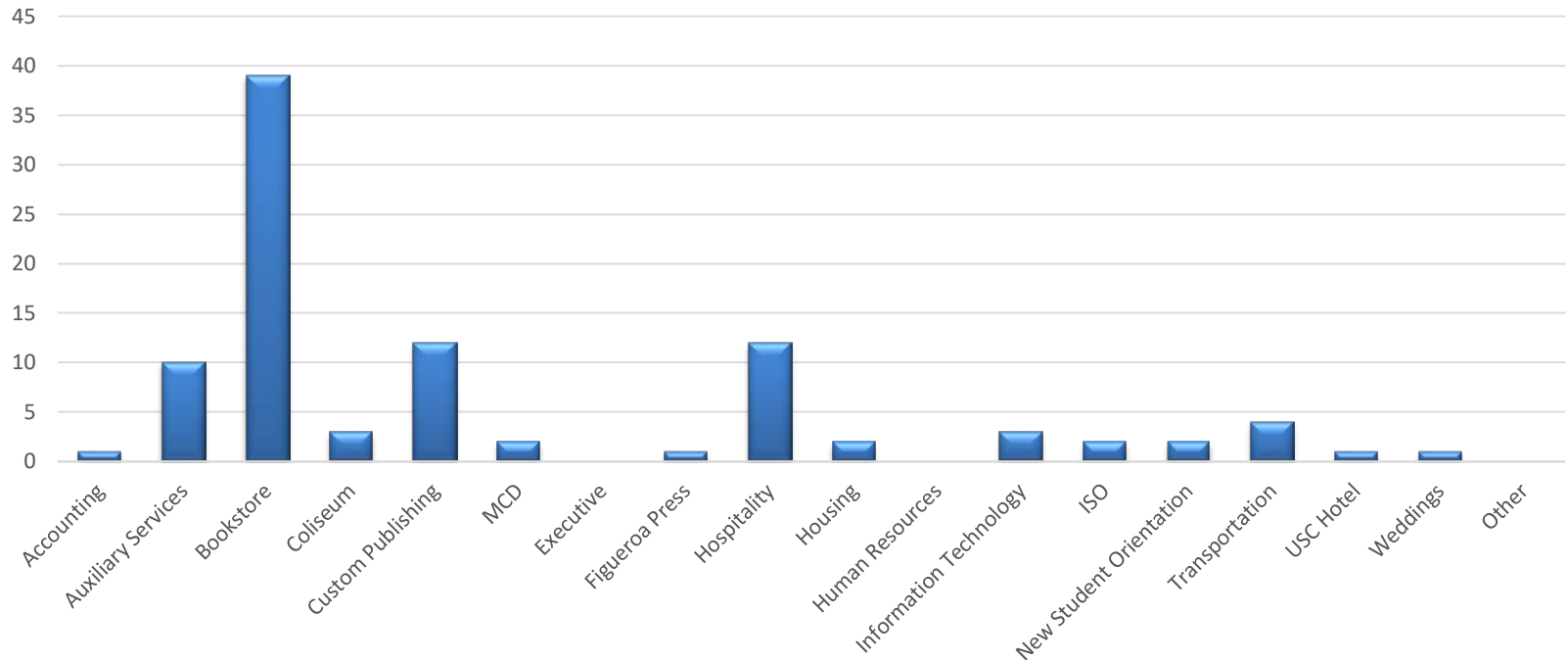
of Web Requests Opened By Status





Service Desk Reports September 2020

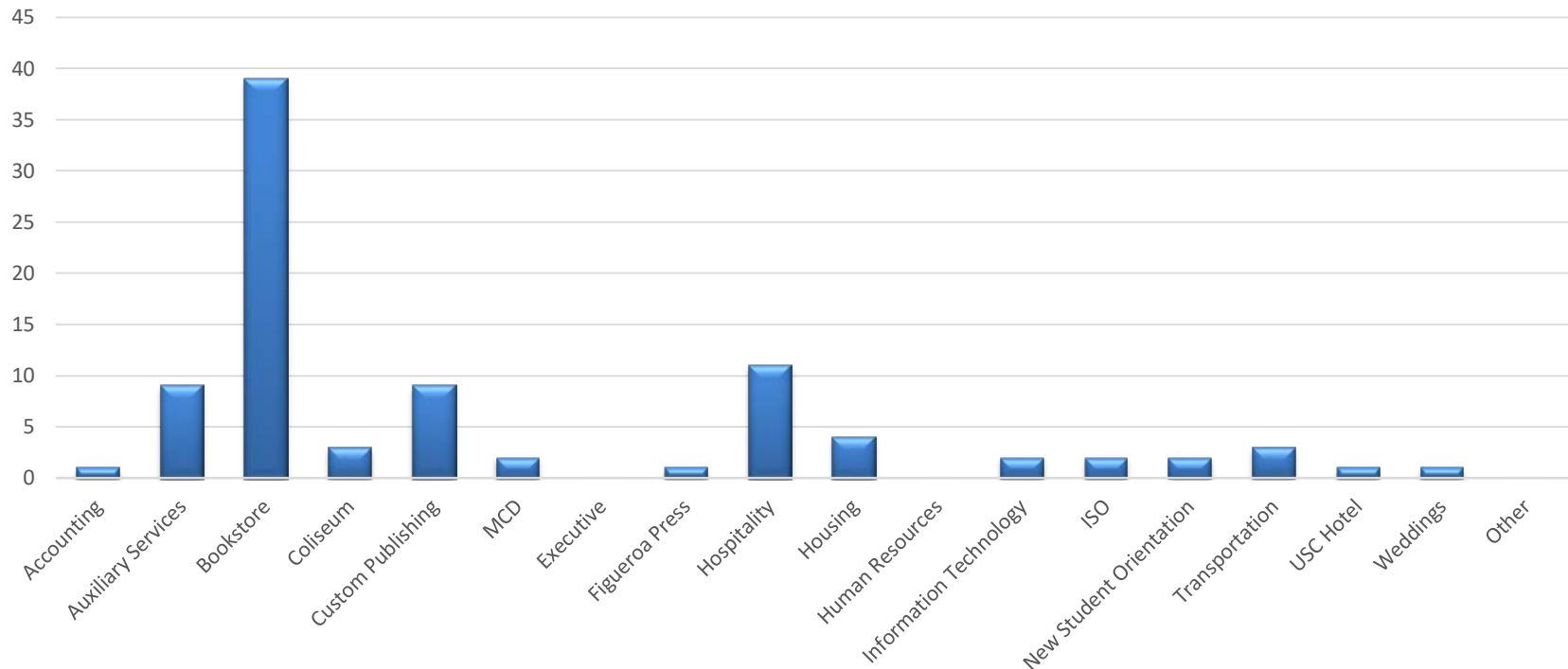
of Web Requests Opened By Unit





Service Desk Reports September 2020

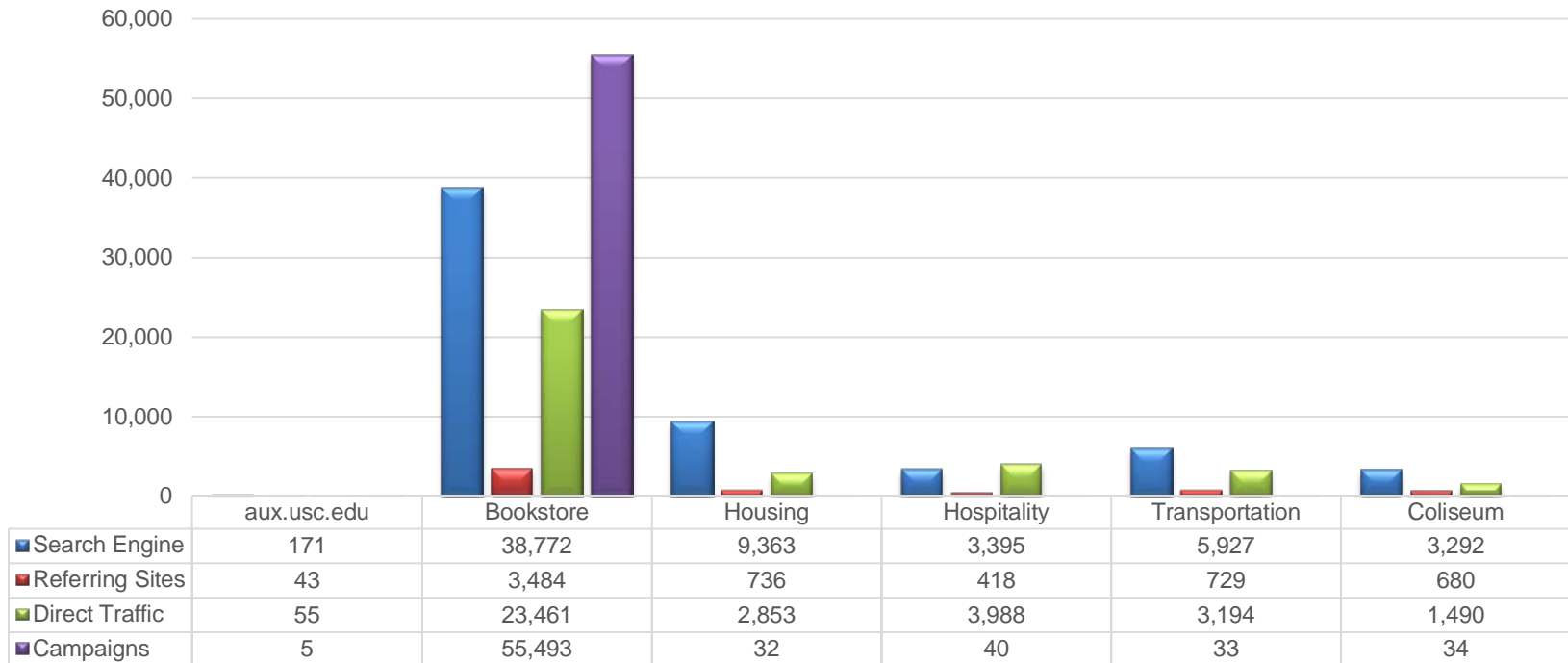
of Web Requests Closed By Unit





Website Reports September 2020

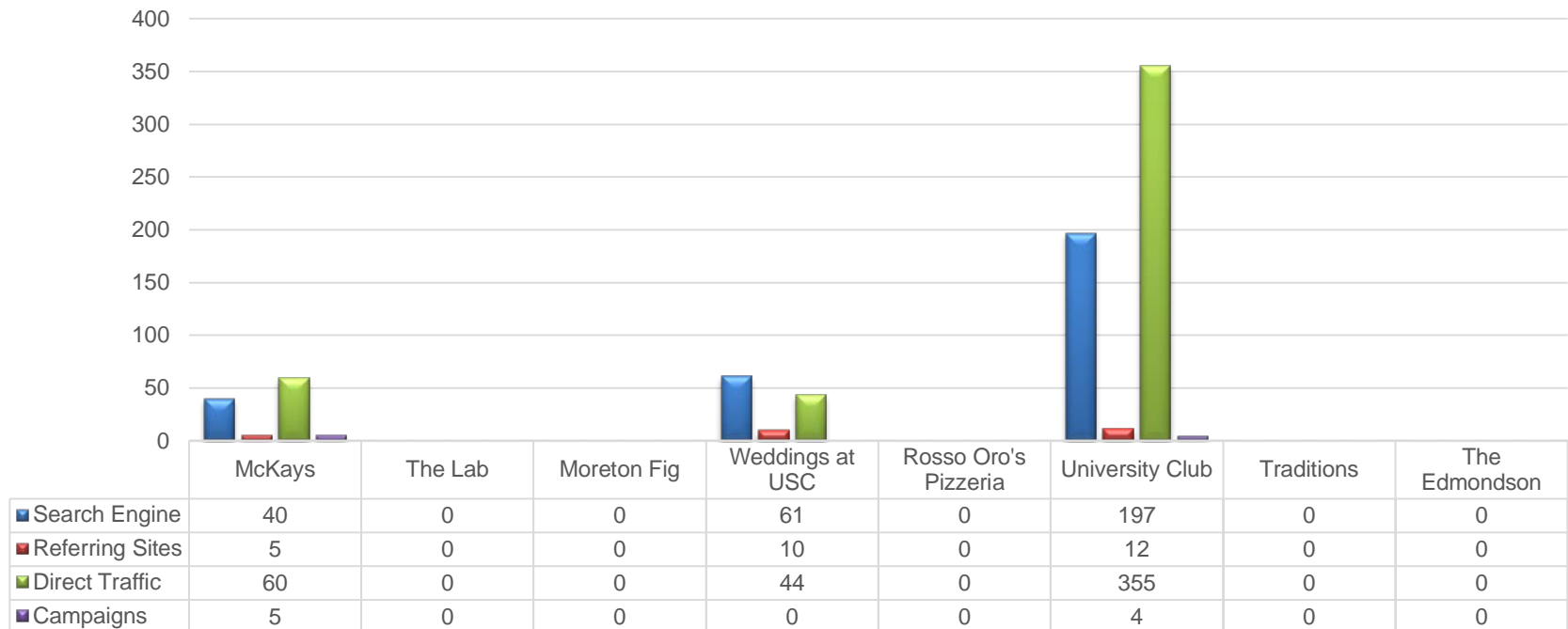
September 2020 Traffic Sources - BU Main Sites





Website Reports September 2020

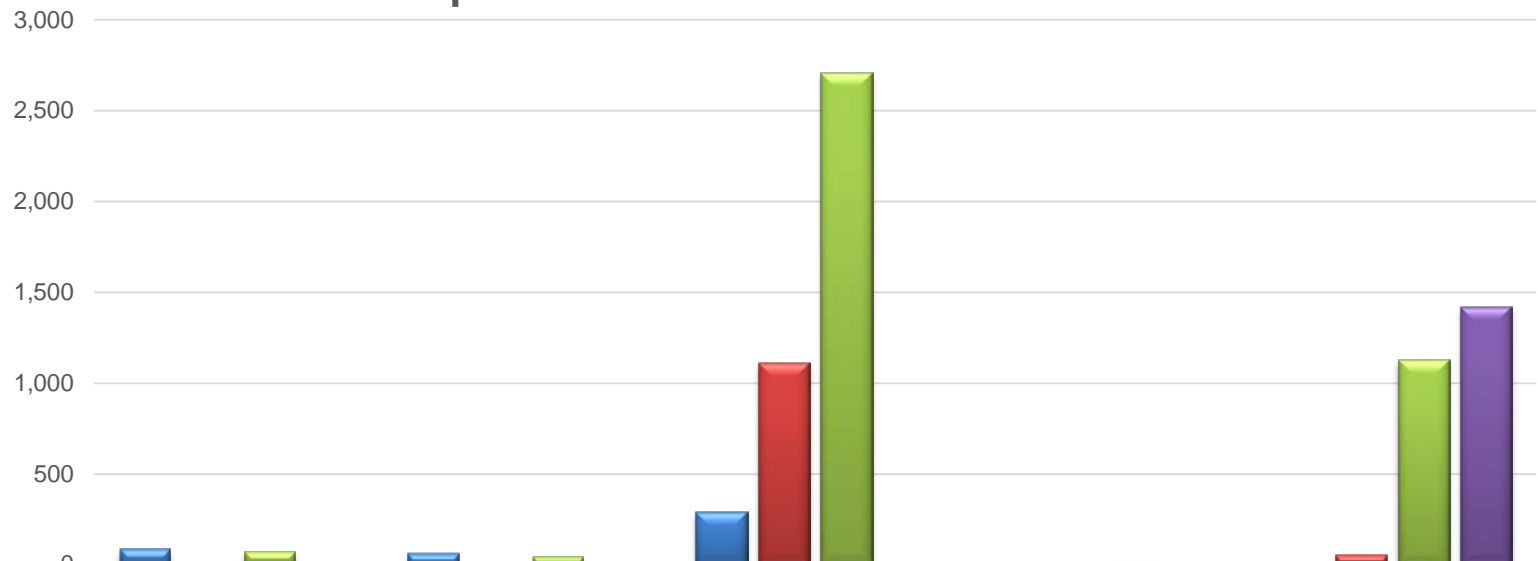
September 2020 Traffic Sources - HSP Micro Sites





Website Reports September 2020

September 2020 Traffic Sources - Other Sites

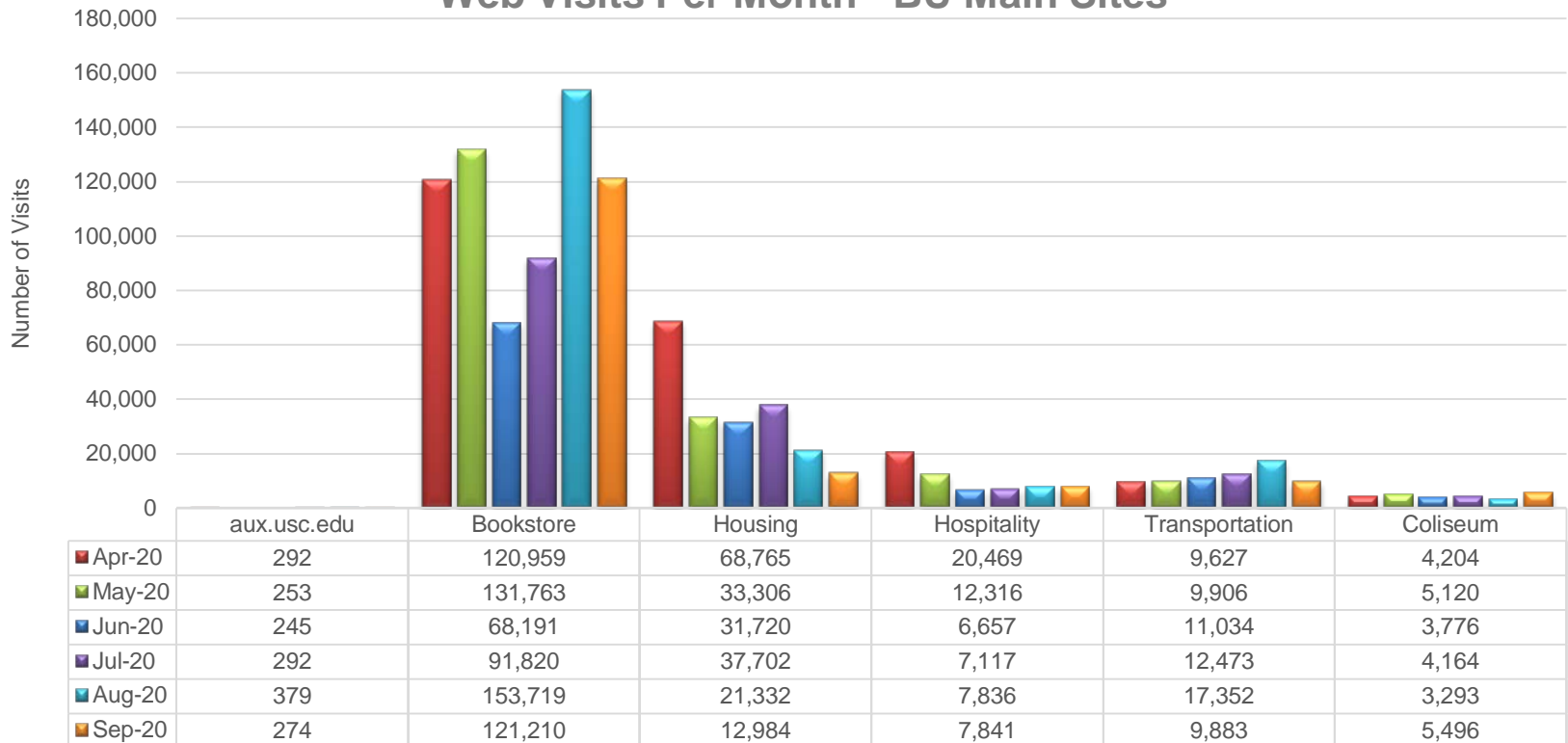


	Figueroa Press	Weddings at USC	Custom-publishing	New Student Orientation	PPE Bookstore
Search Engine	85	61	291	0	6
Referring Sites	3	10	1,113	0	52
Direct Traffic	74	44	2,704	14	1,129
Campaigns	0	0	9	0	1,419



Website Reports September 2020

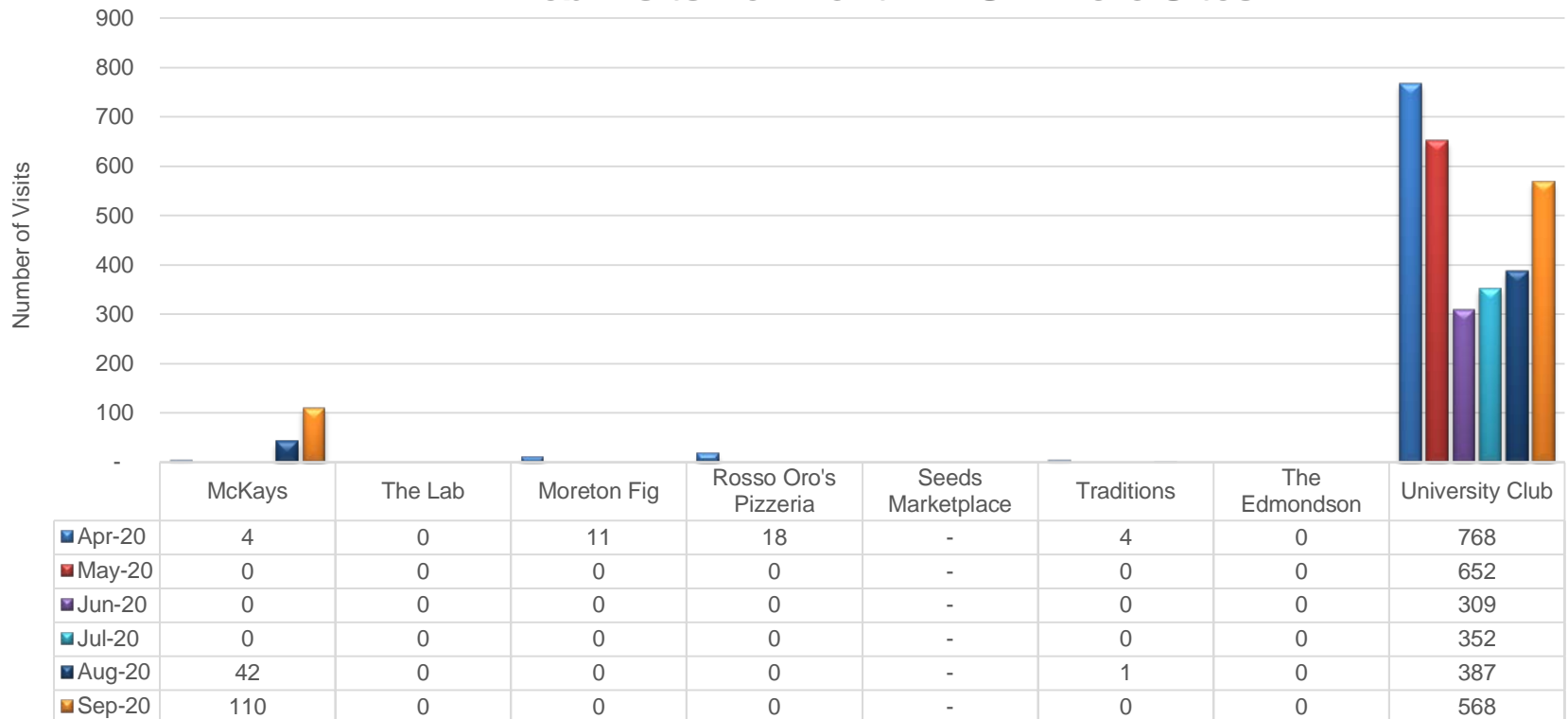
Web Visits Per Month - BU Main Sites





Website Reports September 2020

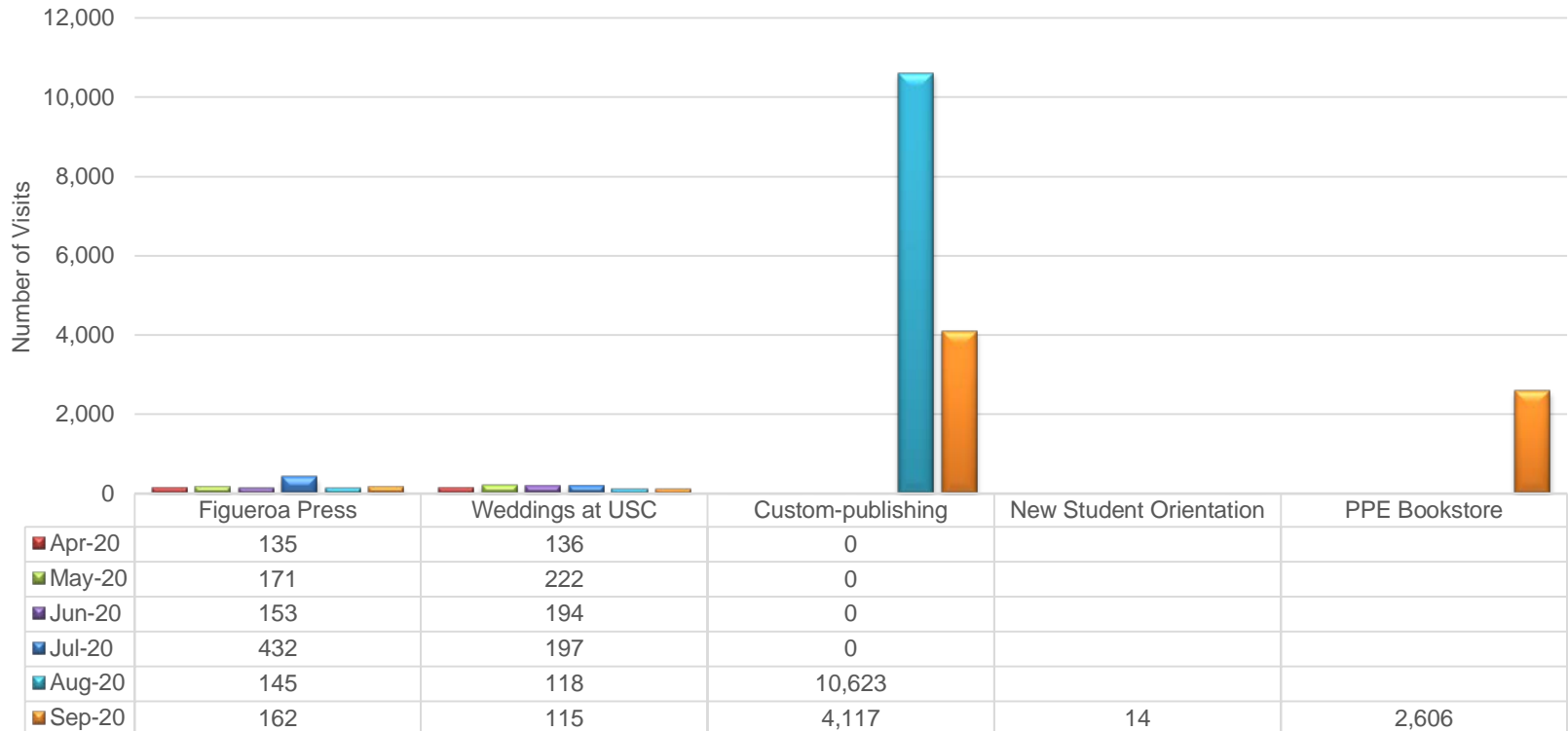
Web Visits Per Month - HSP Micro Sites





Website Reports September 2020

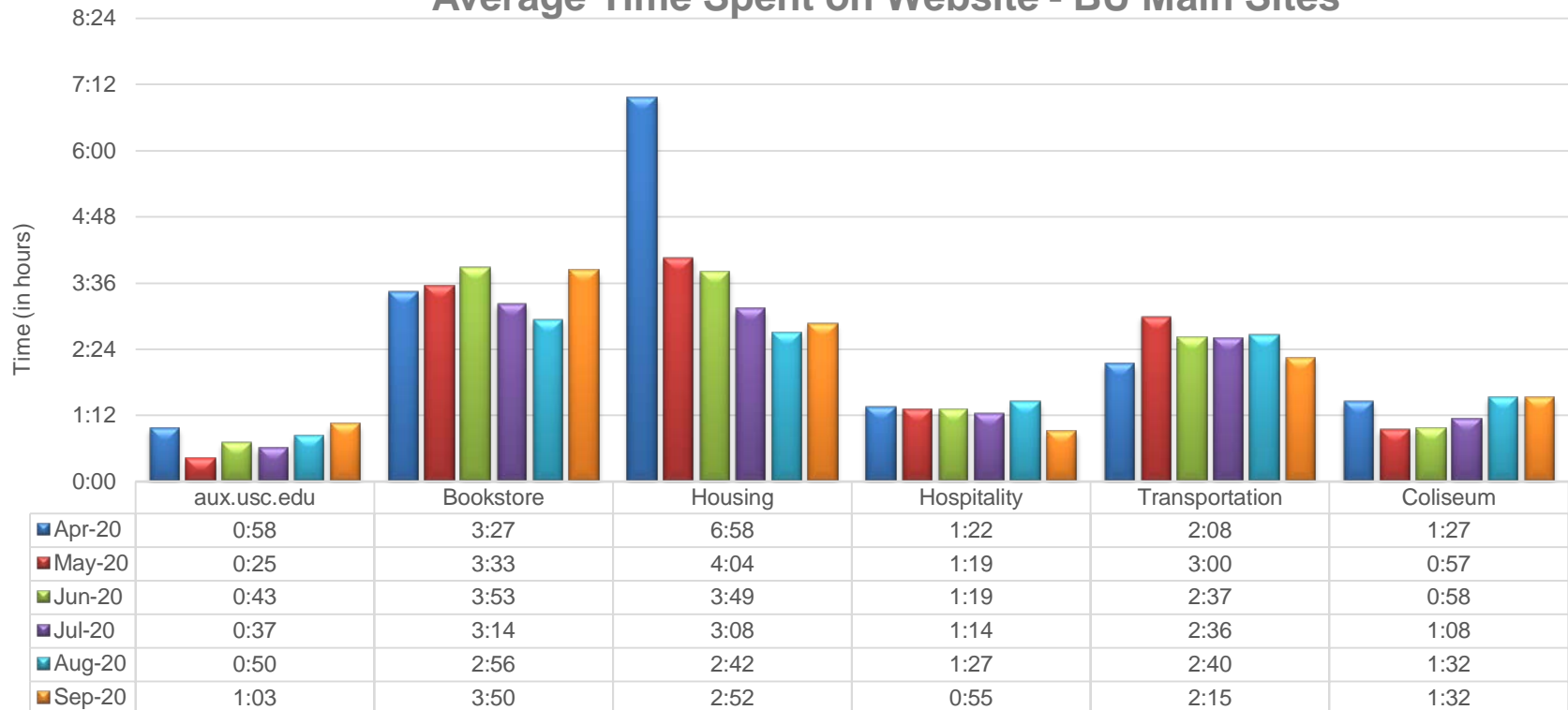
Web Visits Per Month - Other Sites





Website Reports September 2020

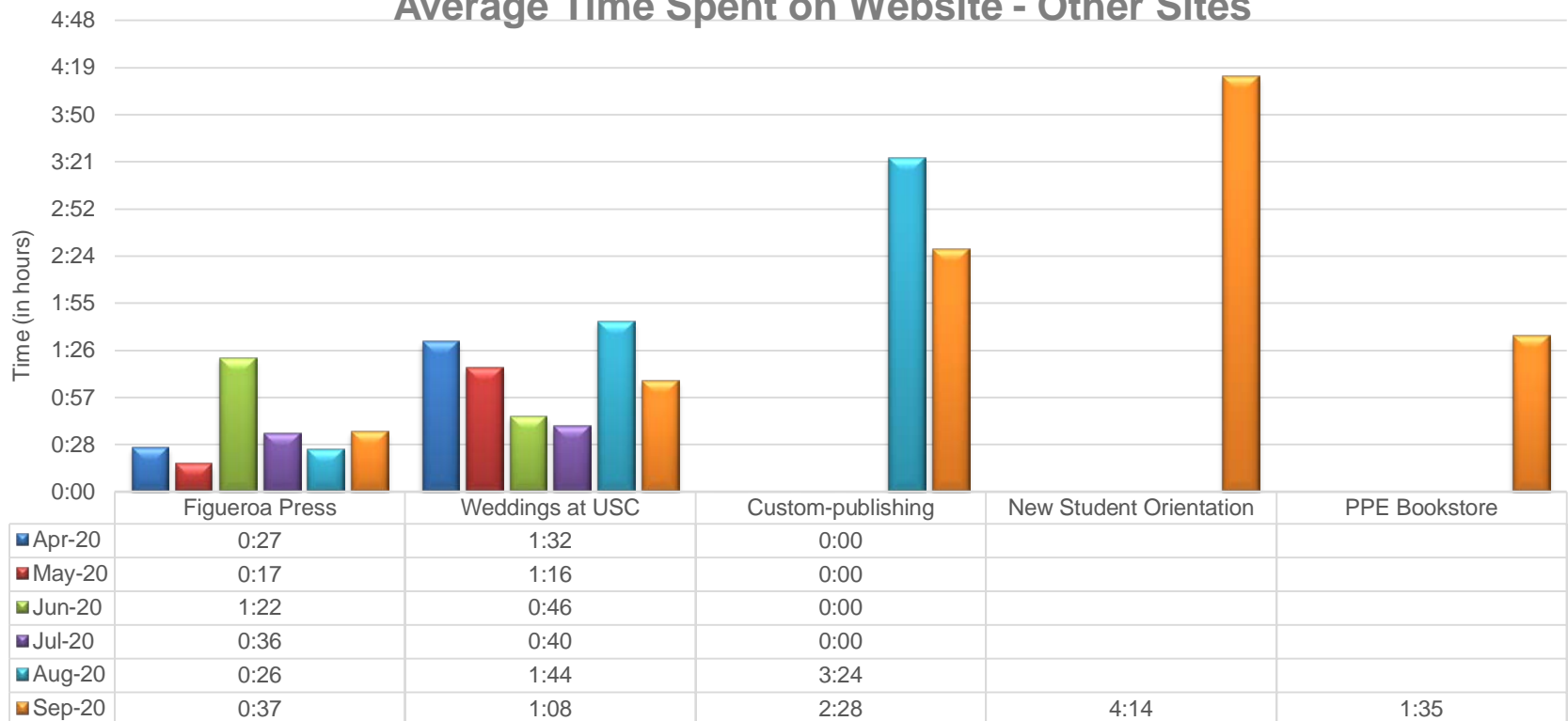
Average Time Spent on Website - BU Main Sites





Website Reports September 2020

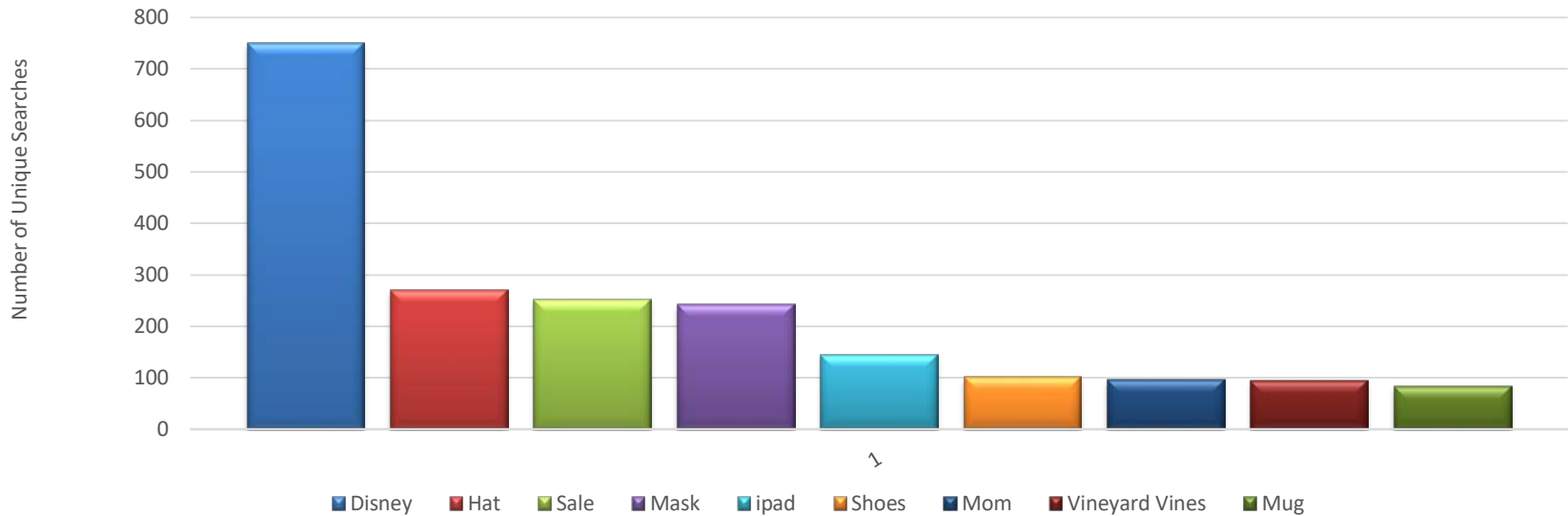
Average Time Spent on Website - Other Sites





Website Reports September 2020

Bookstore Charts
10 Most Searched Items September 2020





Website Reports September 2020

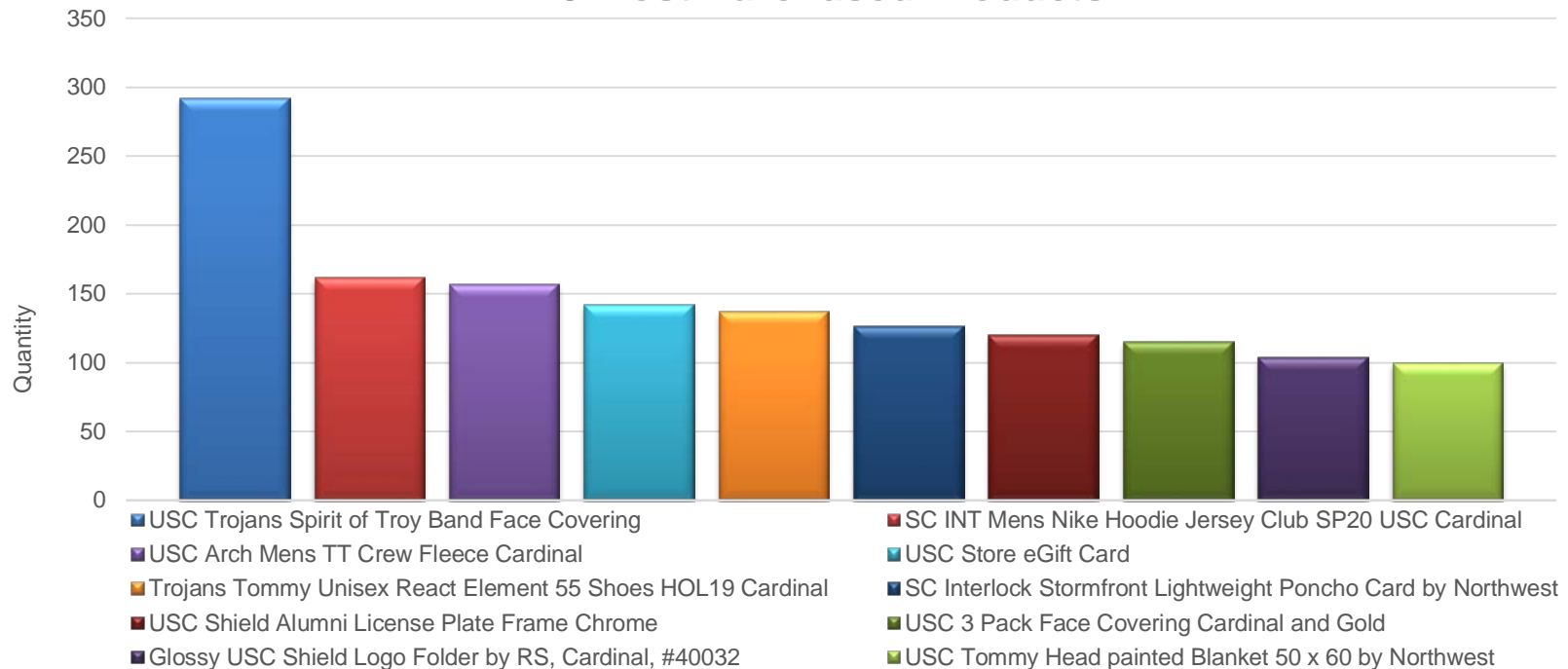
Bookstore Charts 10 Most Viewed Pages





Website Reports September 2020

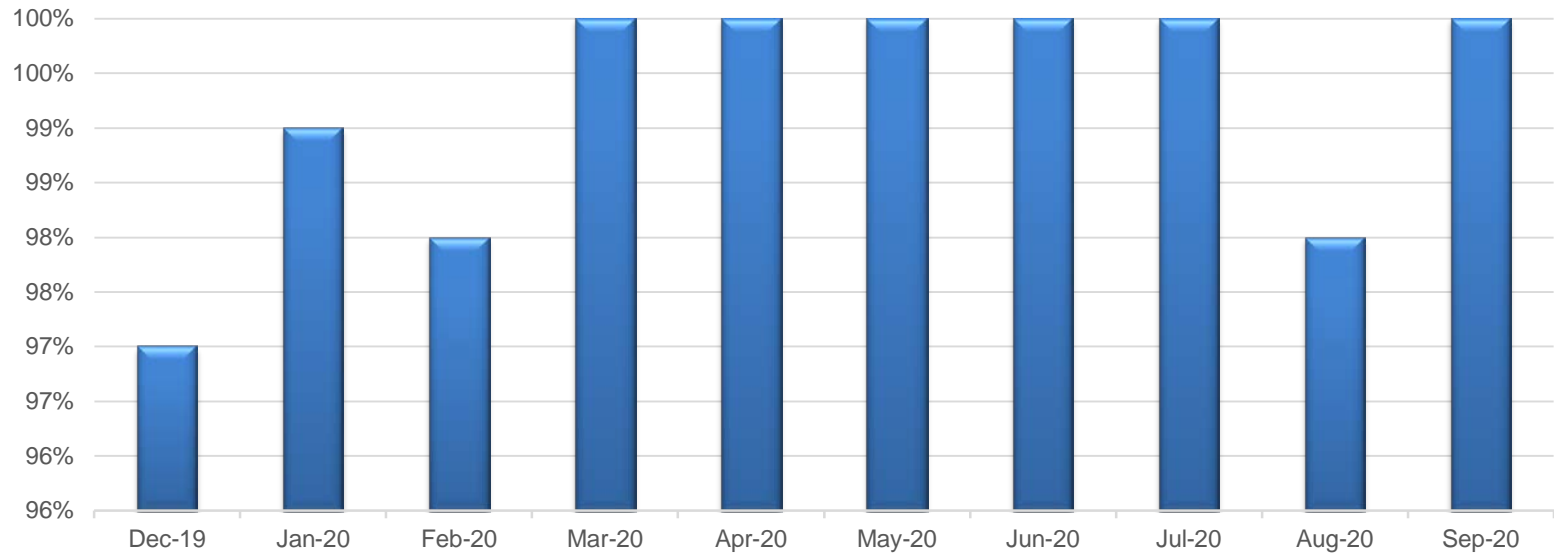
Bookstore Charts 10 Most Purchased Products





Customer Satisfaction Report September 2020

Customer Satisfaction





Thank You !!