



AUXILIARY SERVICES IT

AS IT MONTHLY REPORTS

For July 2014

TO CREATE
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EXPERIENCE.

BESTPEOPLE. **BEST**SERVICE.
BESTINNOVATION. **BEST**RESULTS.

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USCAUXILIARY SERVICESIT

AGENDA

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

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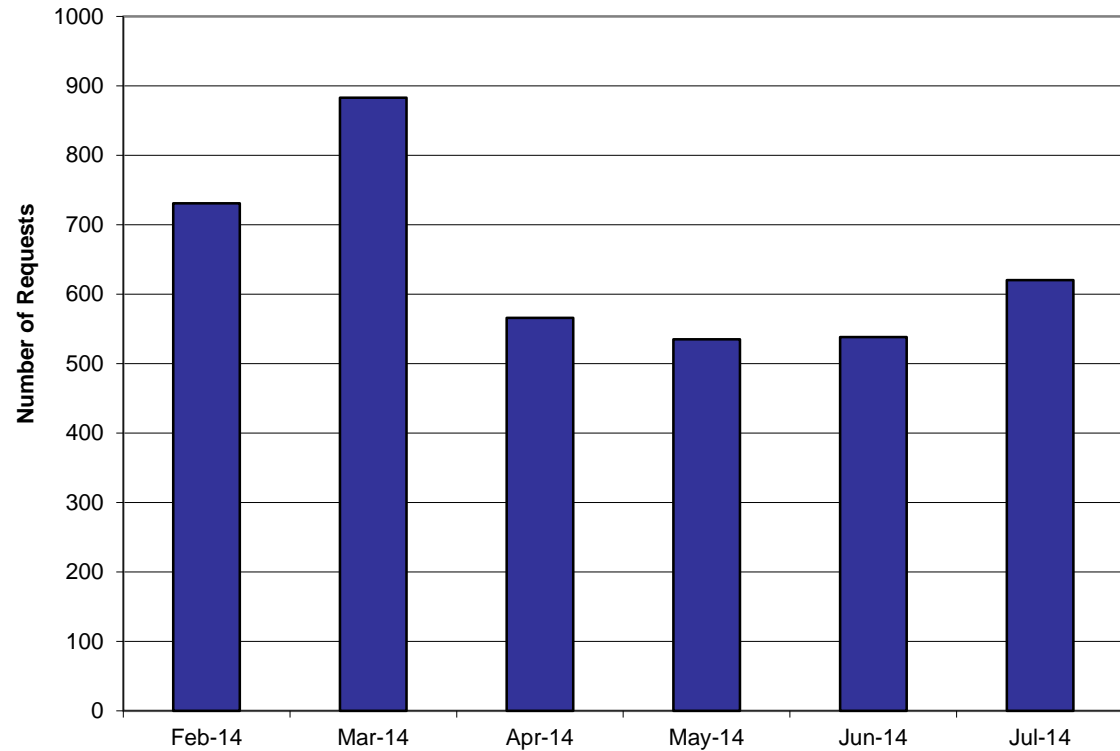


USCAUXILIARYSERVICESIT

Service Desk Reports

July 2014

Total New Requests



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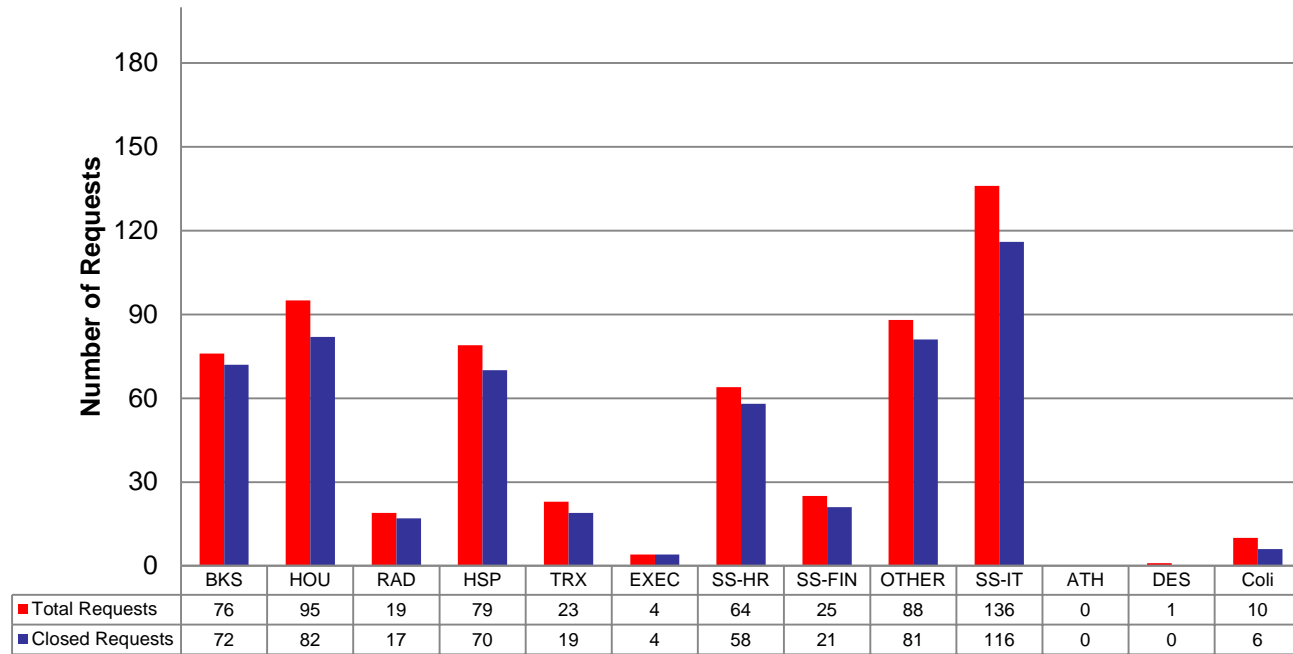


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Service Desk Reports

July 2014

Total New Vs Closed Requests



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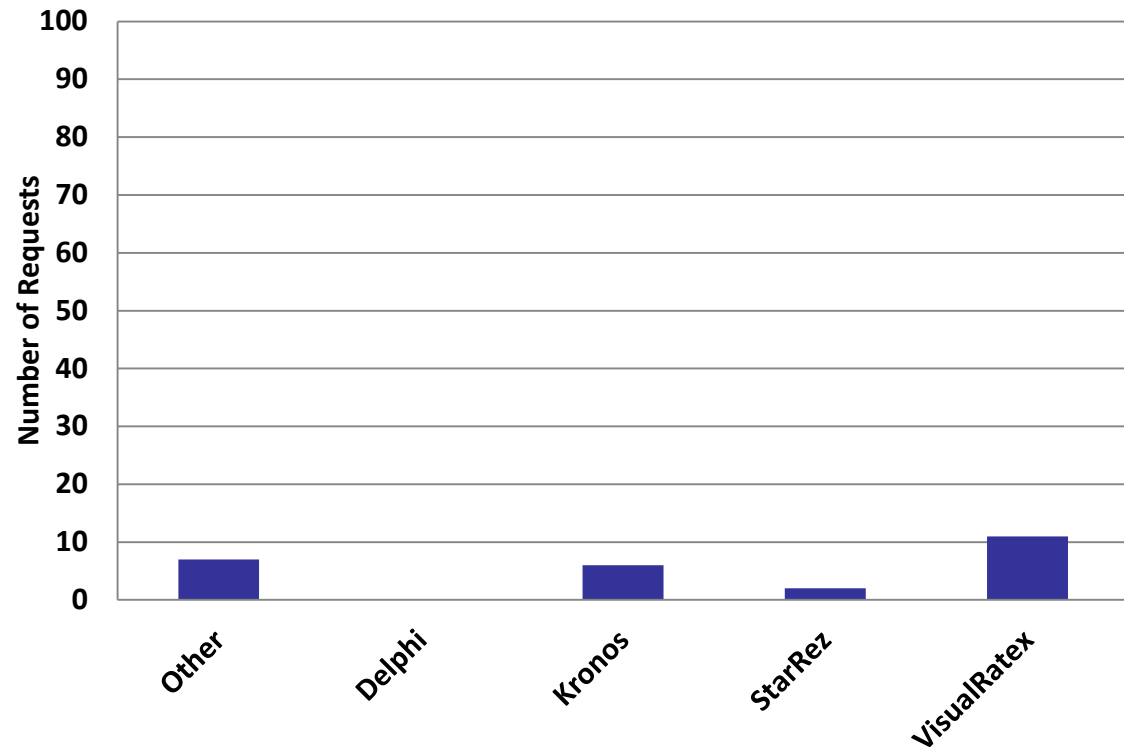


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Service Desk Reports

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Requests By BU System



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Service Desk Reports

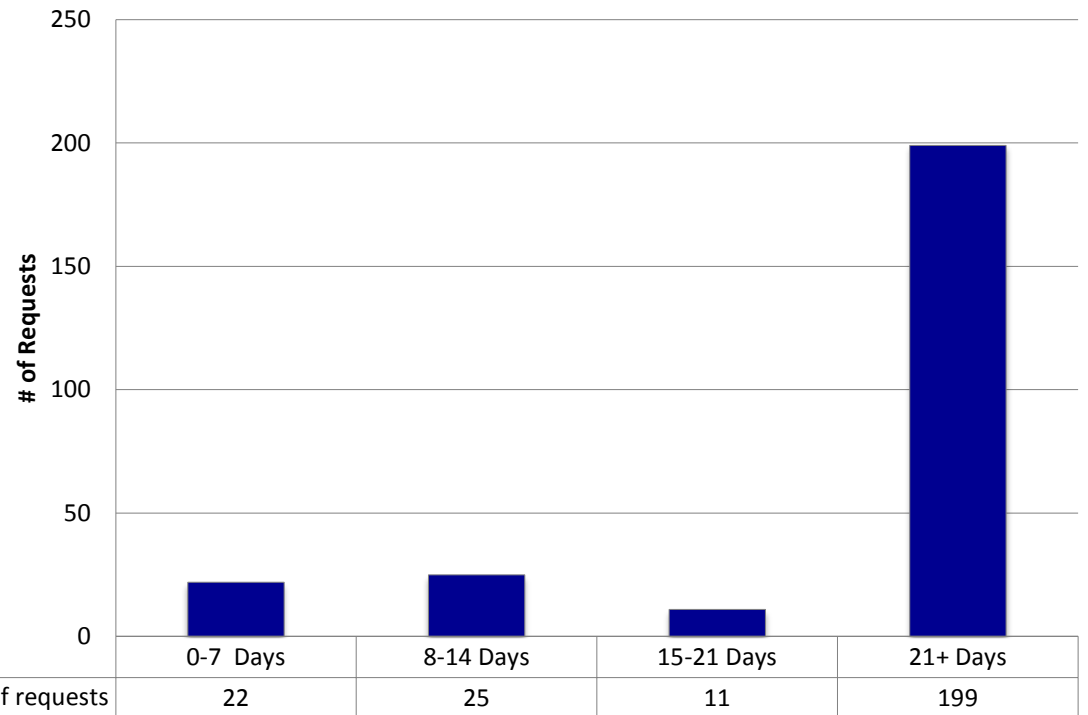
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Open Requests Aging Report





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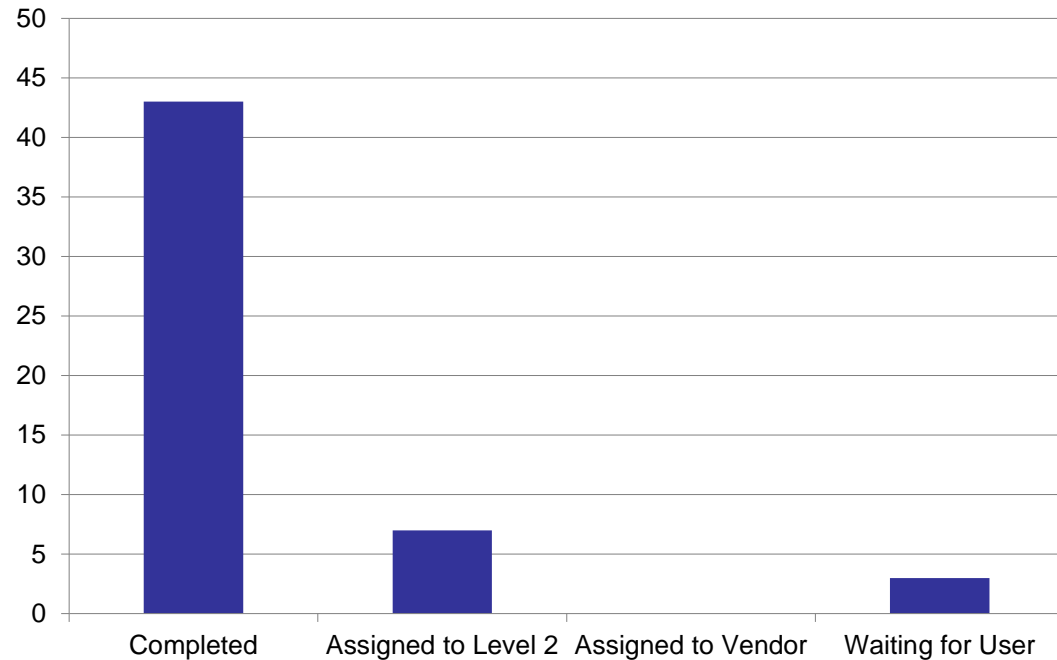
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of Web Requests Opened By Status





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Service Desk Reports

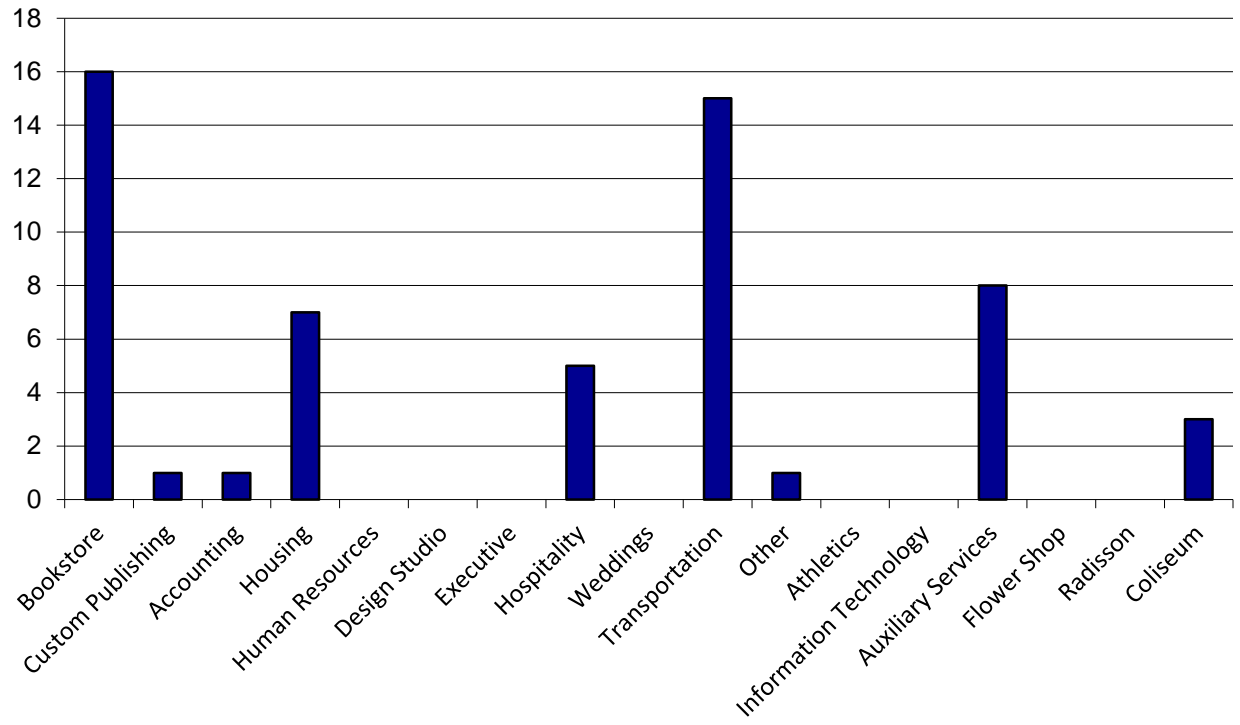
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of Web Requests Opened By Unit





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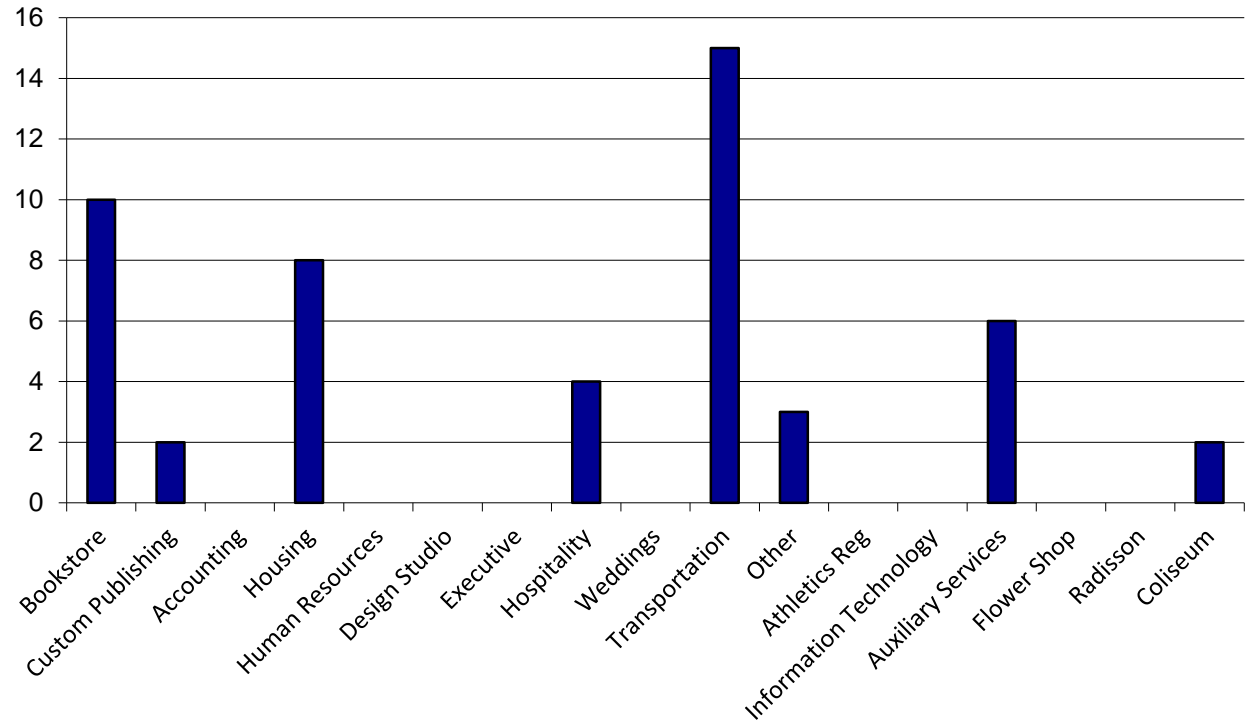
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of Web Requests Closed By Unit

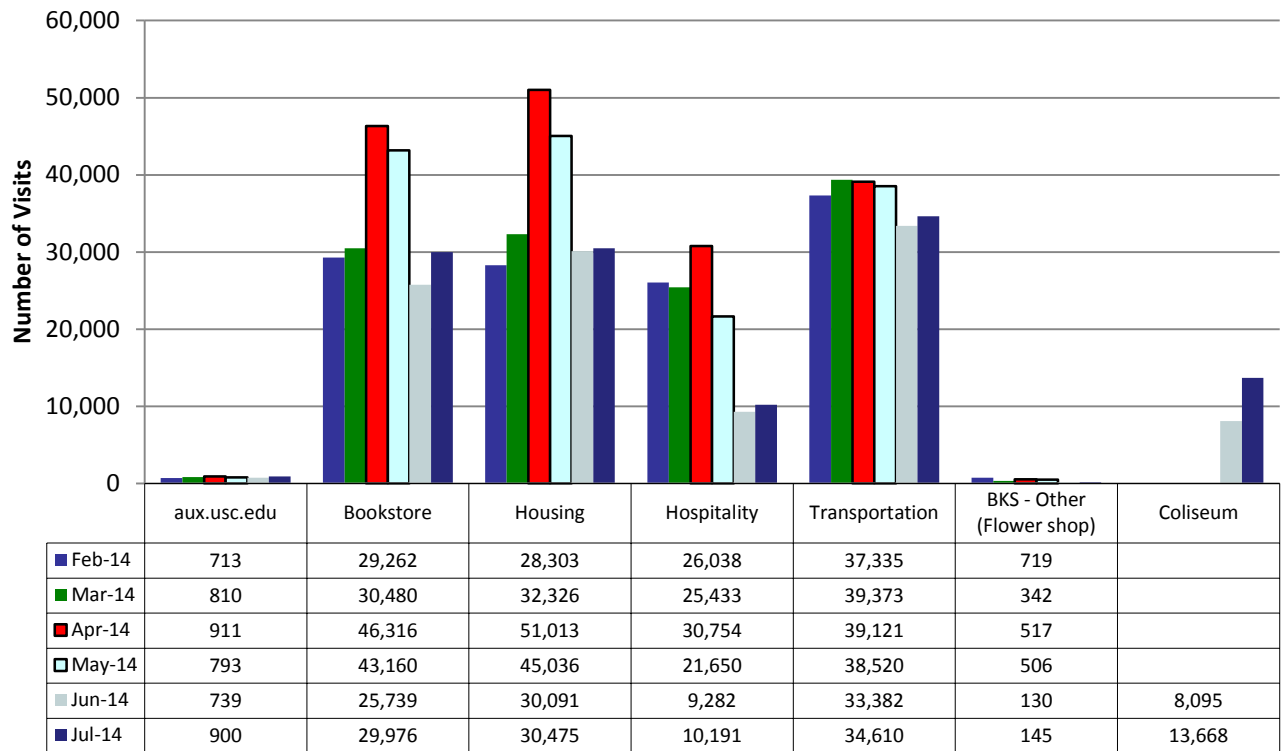




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Website Reports

Web Visits Per Month - BU Main Sites



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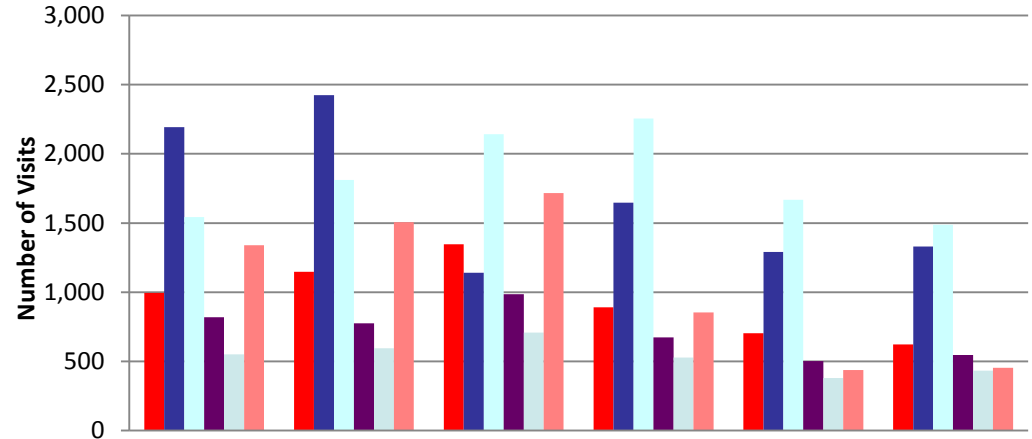


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Website Reports

July 2014

Web Visits Per Month - HSP Micro Sites



	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
■ McKays	996	1,148	1,346	890	703	623
■ The Lab	2,194	2,424	1,141	1,648	1,291	1,331
■ Moreton Fig	1,543	1,811	2,142	2,256	1,667	1,488
■ Rosso Oro's Pizzeria	820	775	985	674	502	547
■ Seeds Marketplace	550	596	708	529	380	434
■ Traditions	1,339	1,506	1,716	854	437	455

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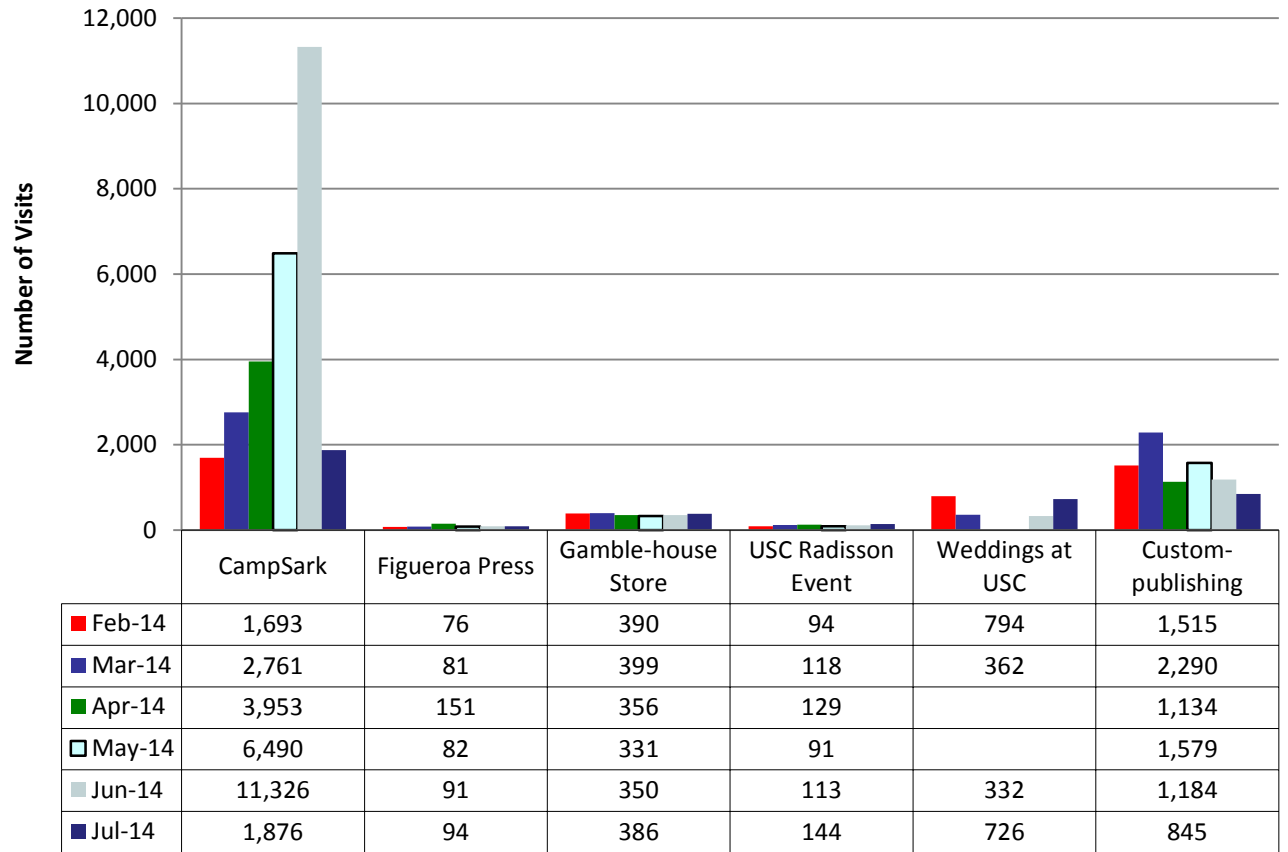


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Website Reports

July 2014

Web Visits Per Month - Other Sites



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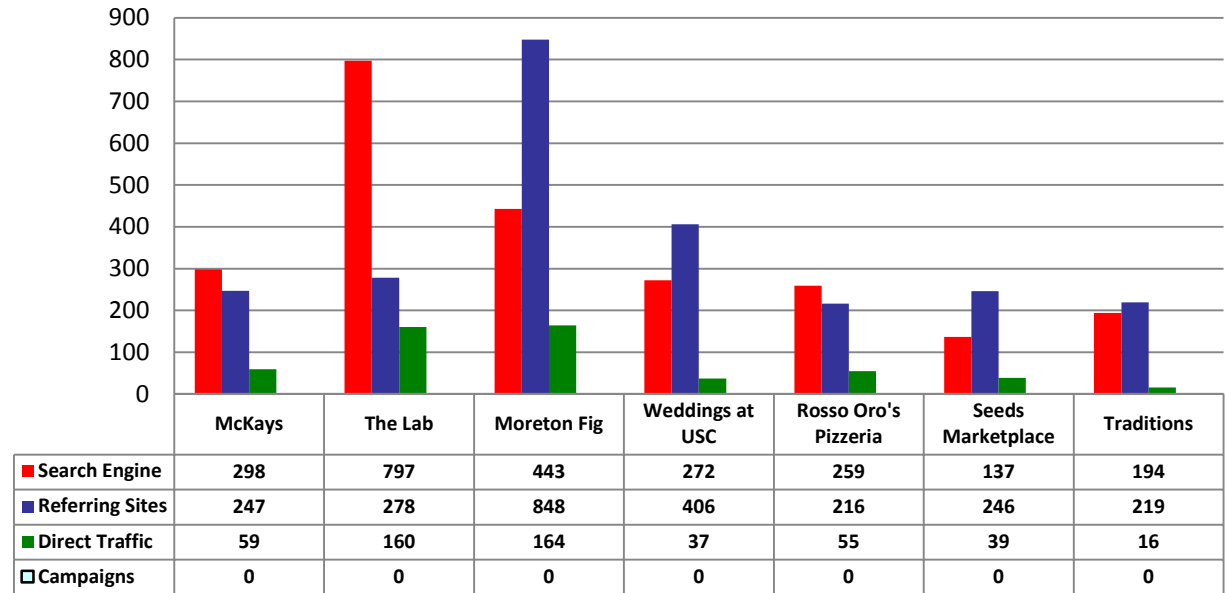


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Website Reports

July 2014

July 2014 Traffic Sources - HSP Micro Sites



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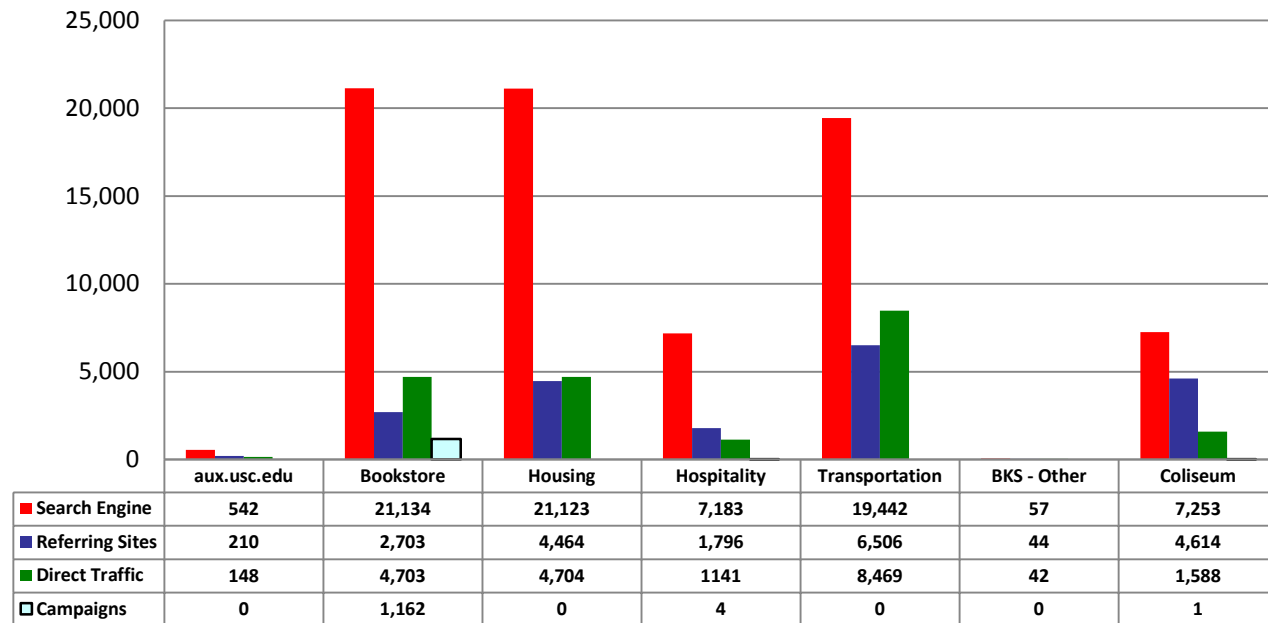


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Website Reports

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June 2014 Traffic Sources - BU Main Sites



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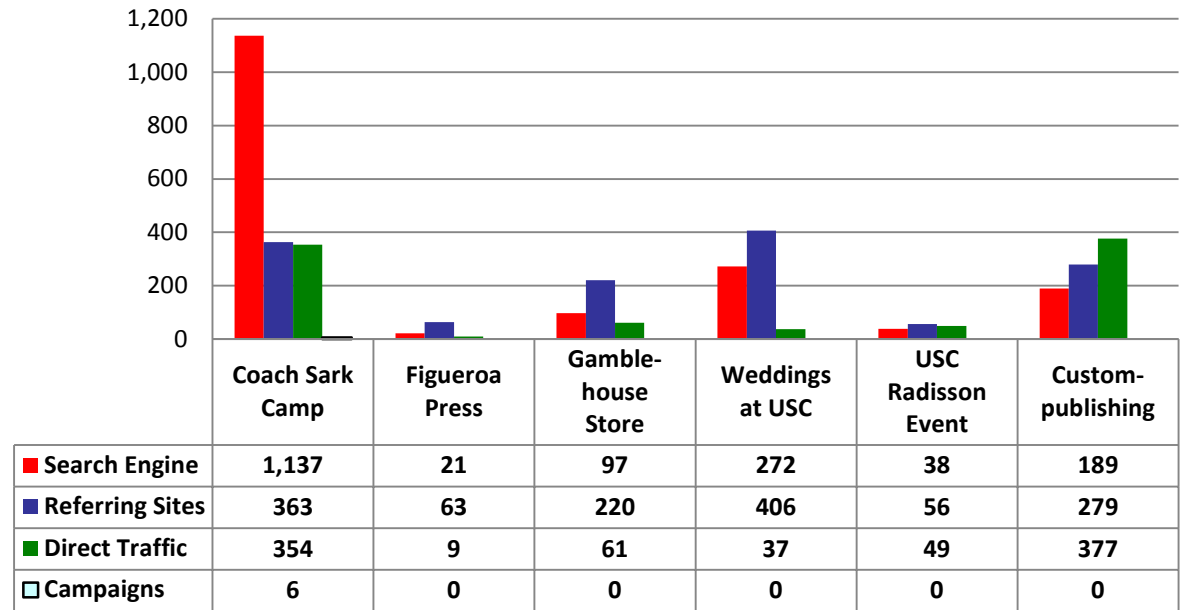


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July 2014

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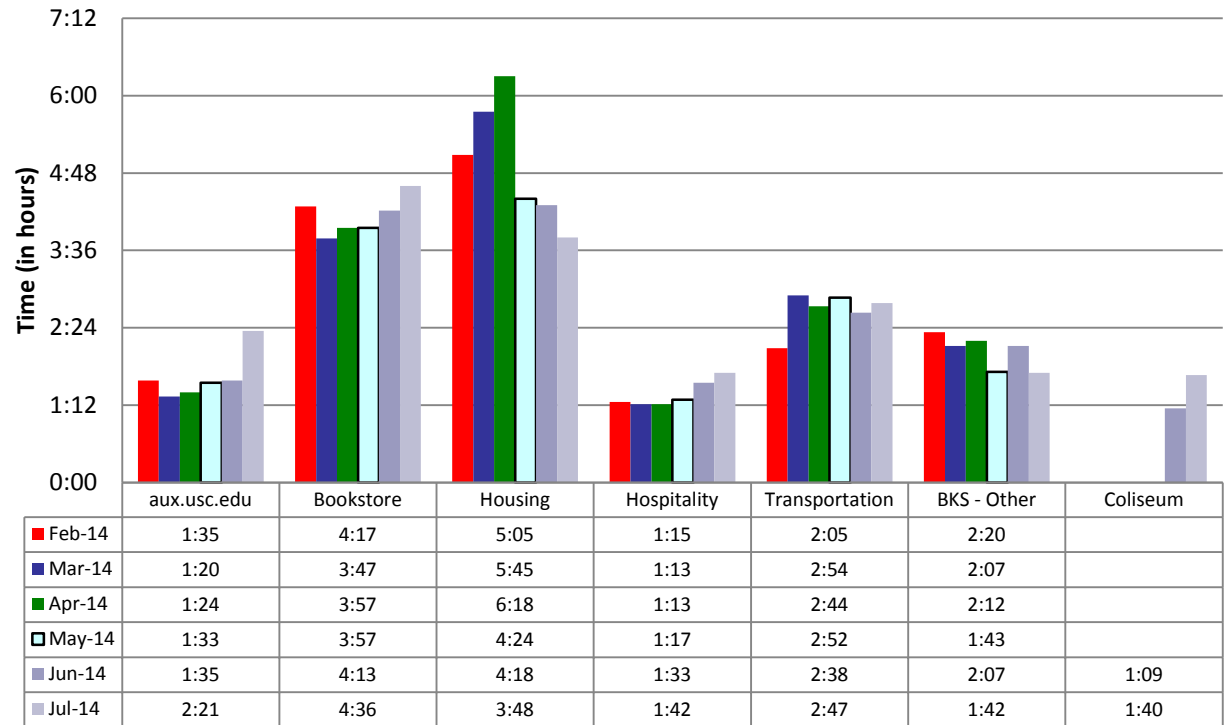


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Average Time Spent on Website - BU Main Sites



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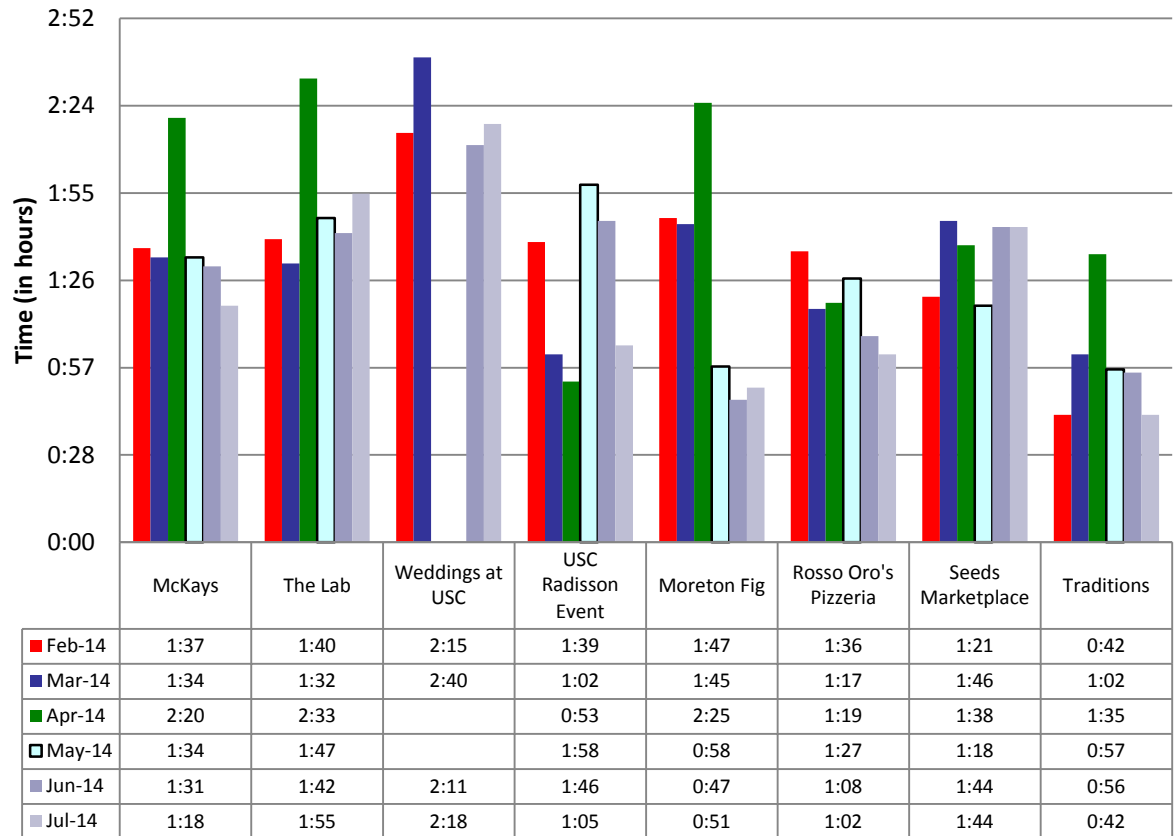


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July 2014

Average Time Spent on Website - HSP Micro Sites



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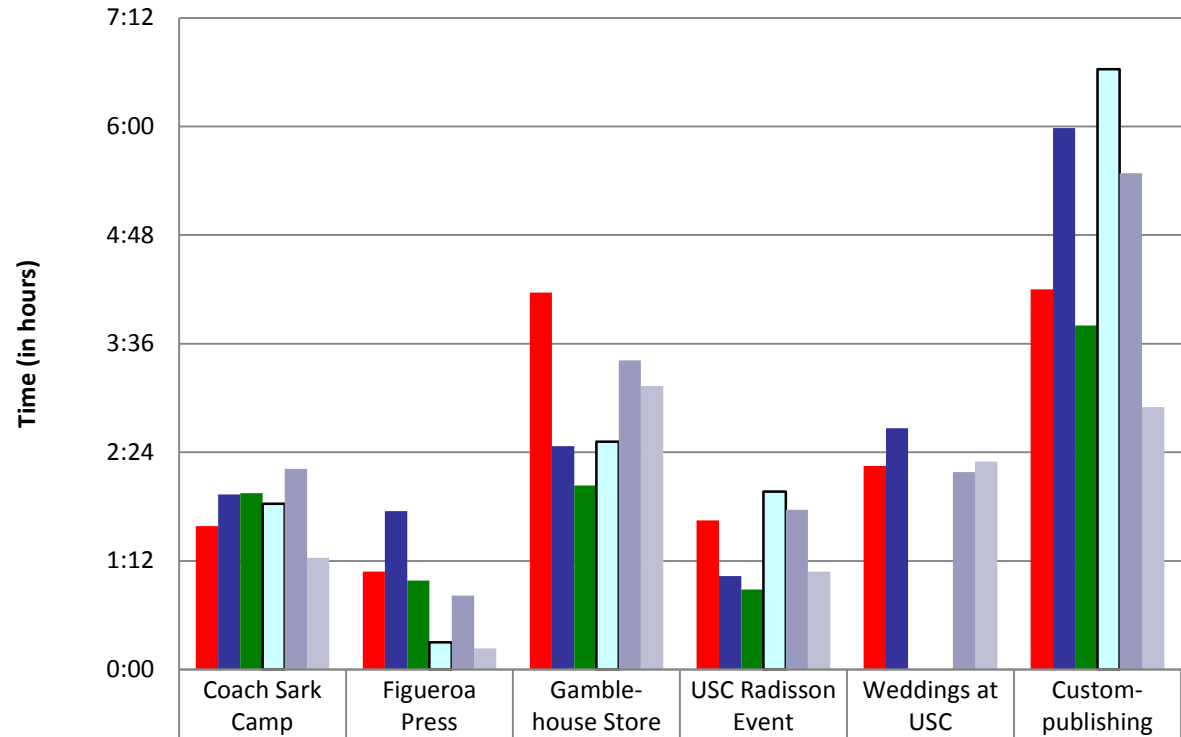
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Average Time Spent on Website - Other Sites



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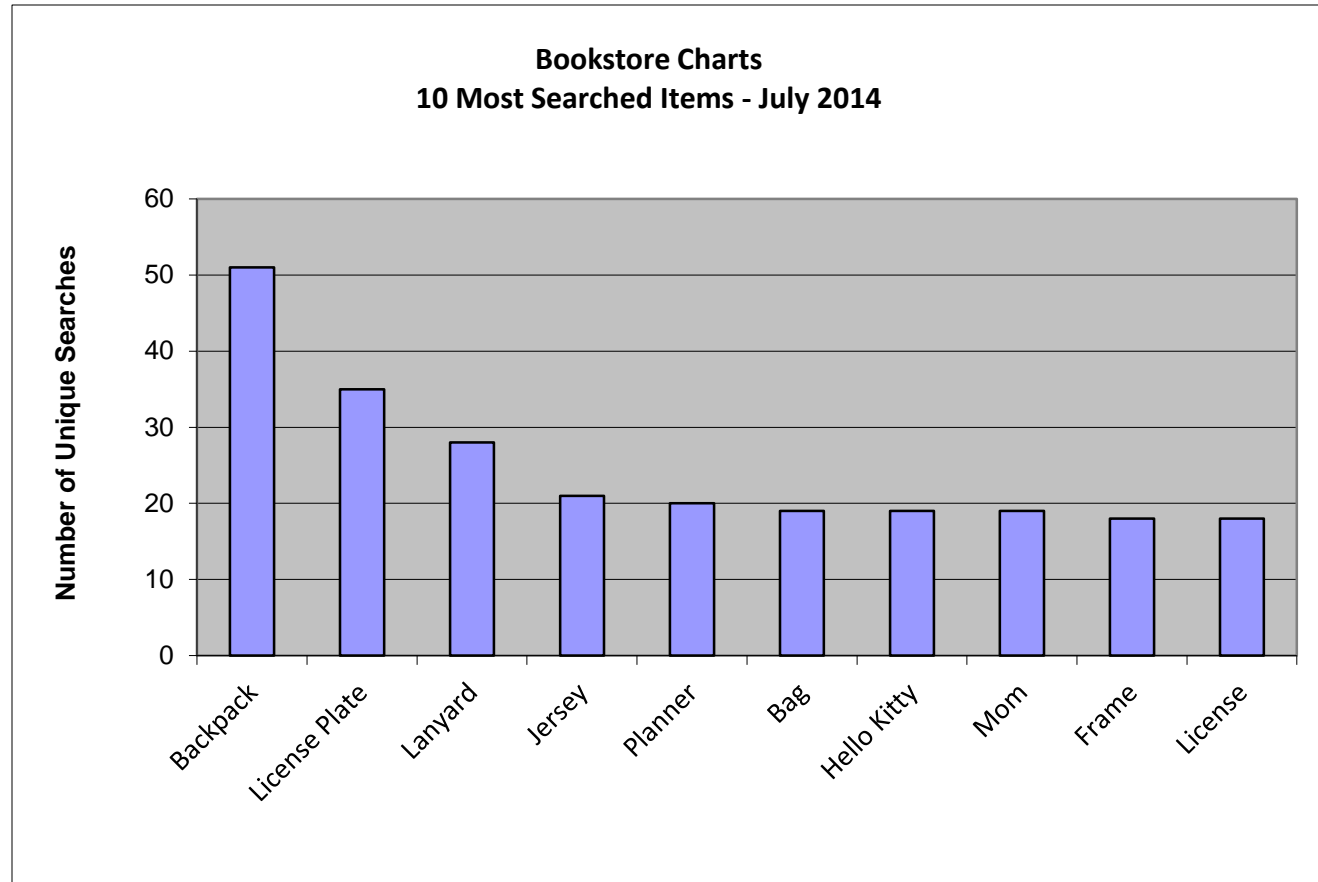
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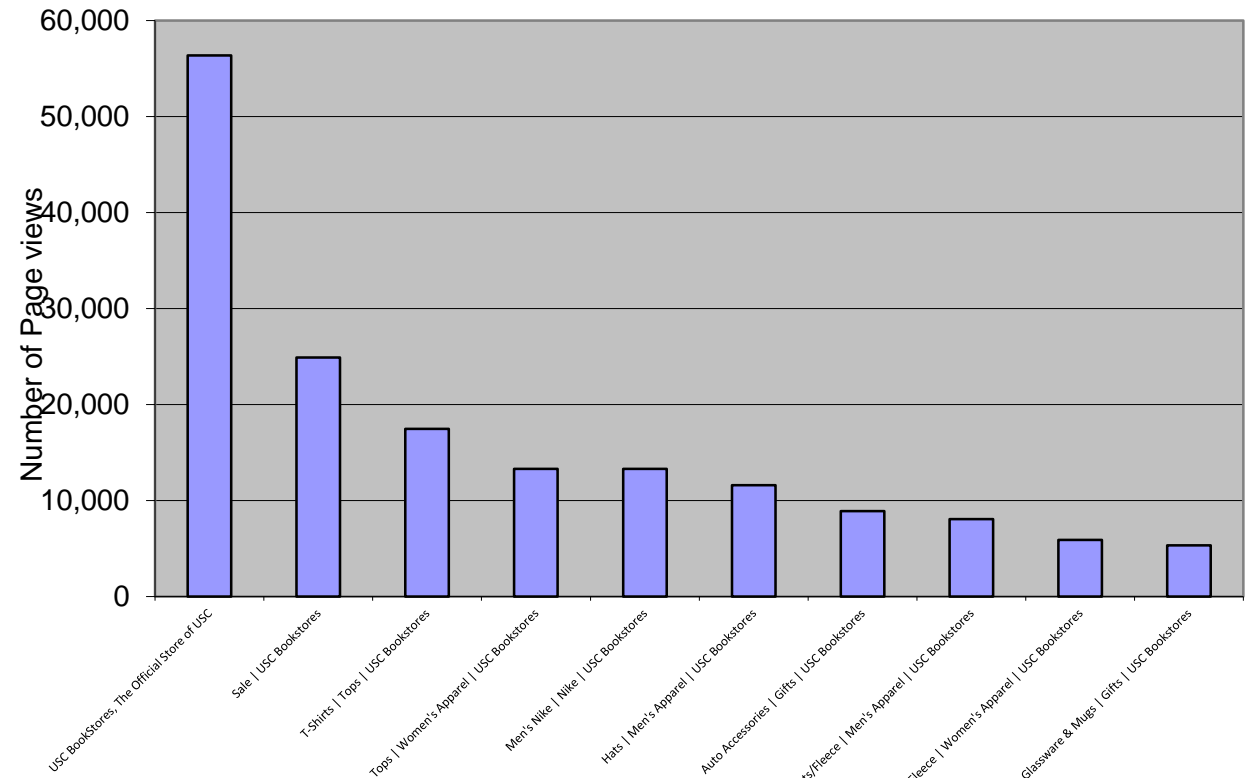
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**Bookstore Charts
10 Most Viewed Pages - July 2014**





Website Reports July 2014

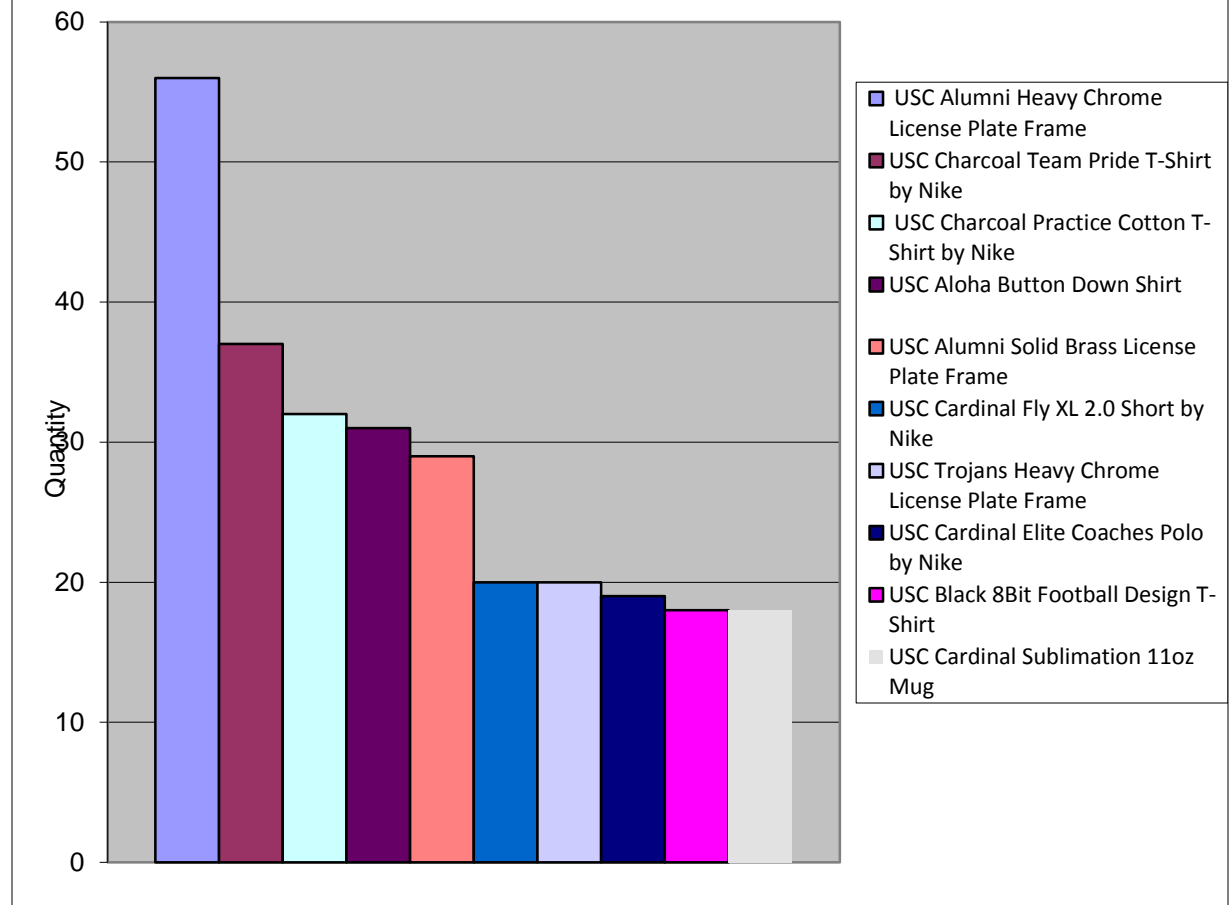
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**Bookstore Charts
10 Most Purchased Products July 2014**

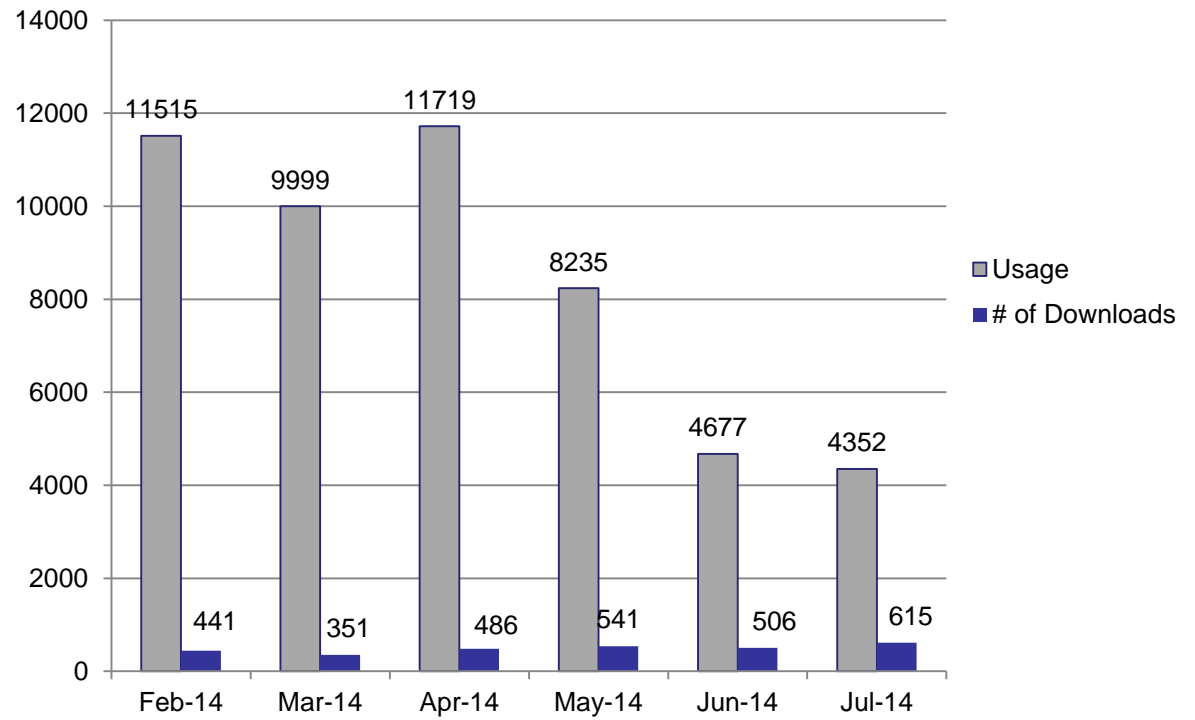




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Website Reports July 2014

TSP Mobile App Stats



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Email Campaign Reports

July 2014

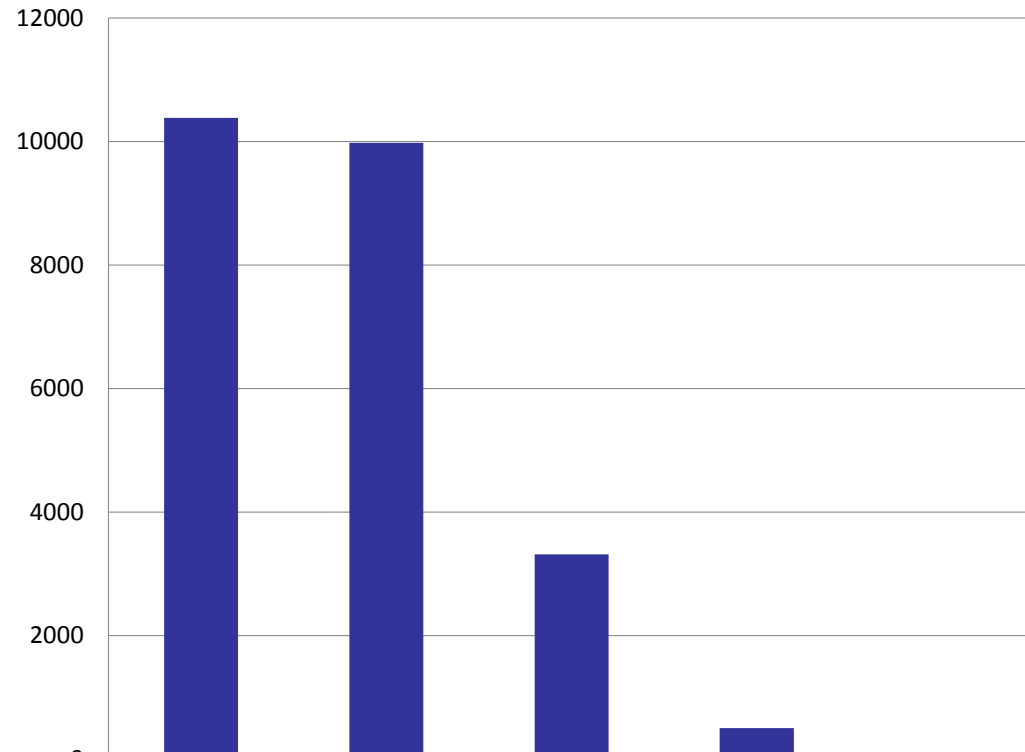
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20140731 TSP AQMD Survey - Not Completed



■ AQMD 2014- Employees - Not Completed Surveys (7/31)

Total Sent

10383

Total delivered

9980

Unique Opens

3320

Unique Clicks

508

Unsubscribes

116



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Email Campaign Reports

July 2014

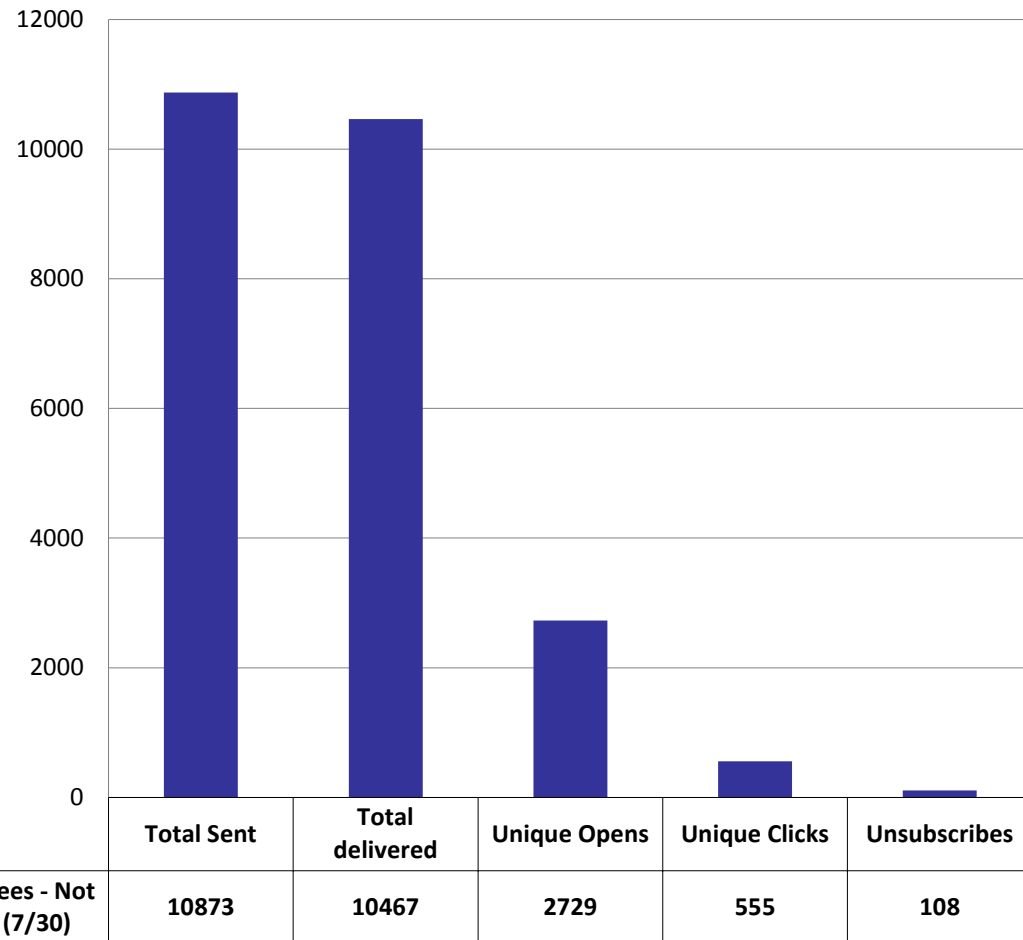
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20140730 TSP AQMD Survey - Not Completed



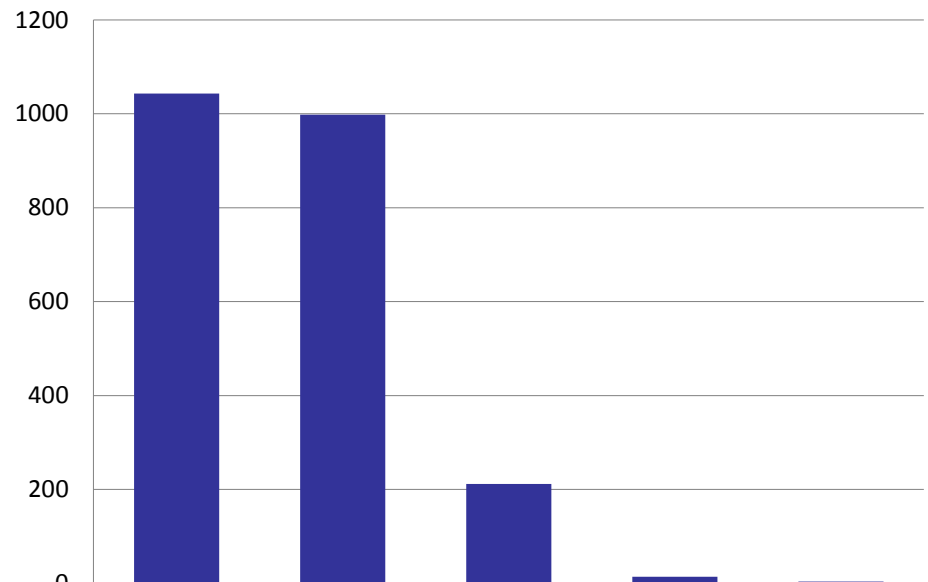


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Email Campaign Reports

July 2014

20140721 HSC Bookstore Back-to-School Special!



	Total Sent	Total delivered	Unique Opens	Unique Clicks	Unsubscribes
■ Health Science, HSC Gift Shop List	1043	998	212	14	4

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July 2014

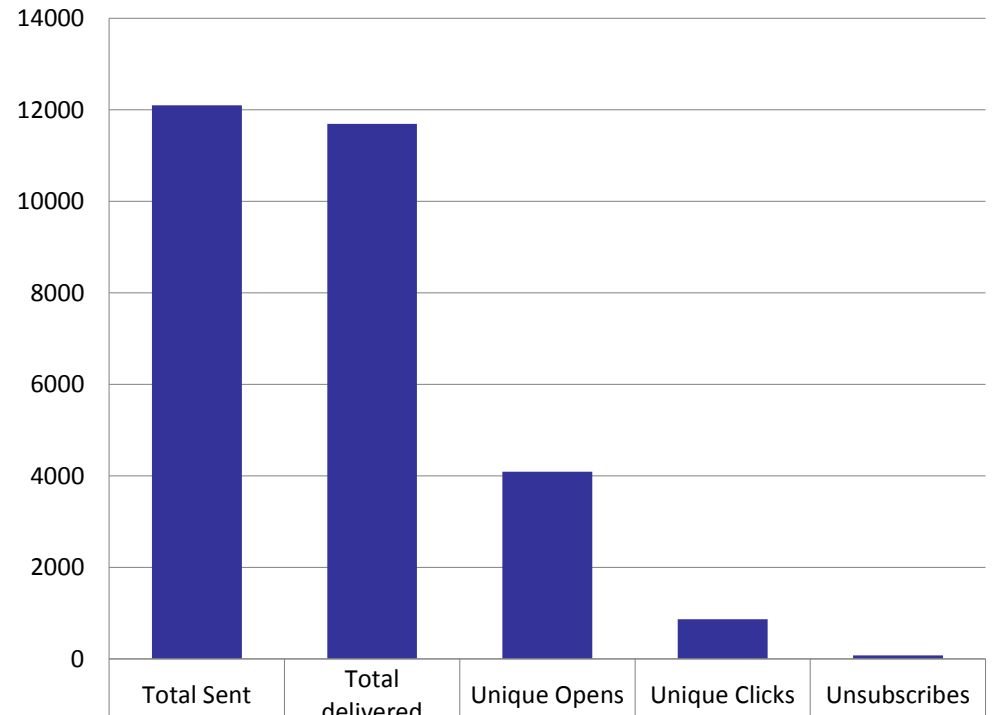
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20140724 TSP AQMD Survey - Not Completed



■ AQMD 2014- Employees - Not Completed Surveys (7/23)

12100	11692	4091	866	79
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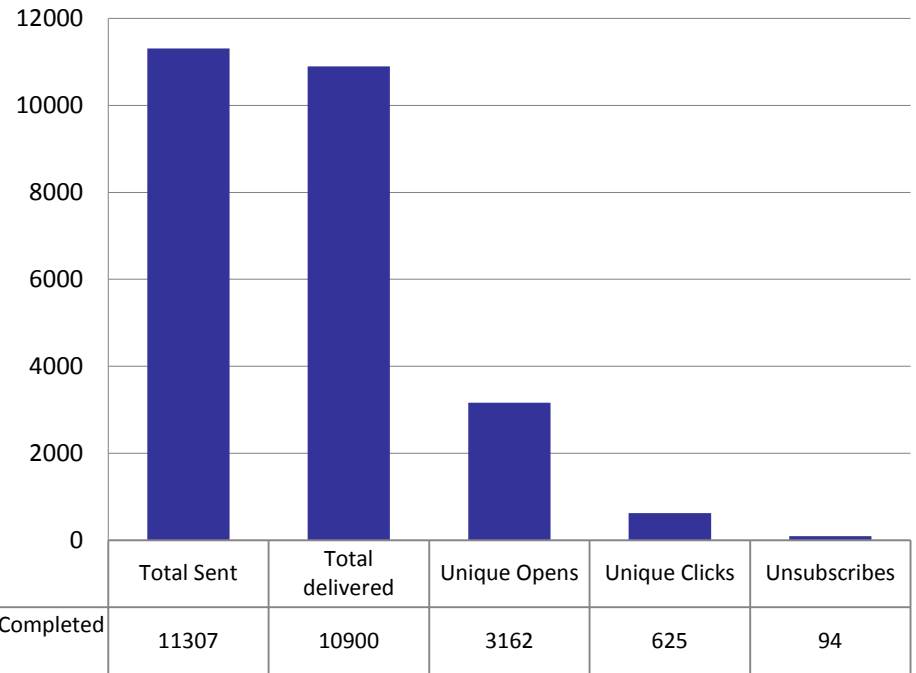
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20140729 TSP AQMD Survey - Not Completed





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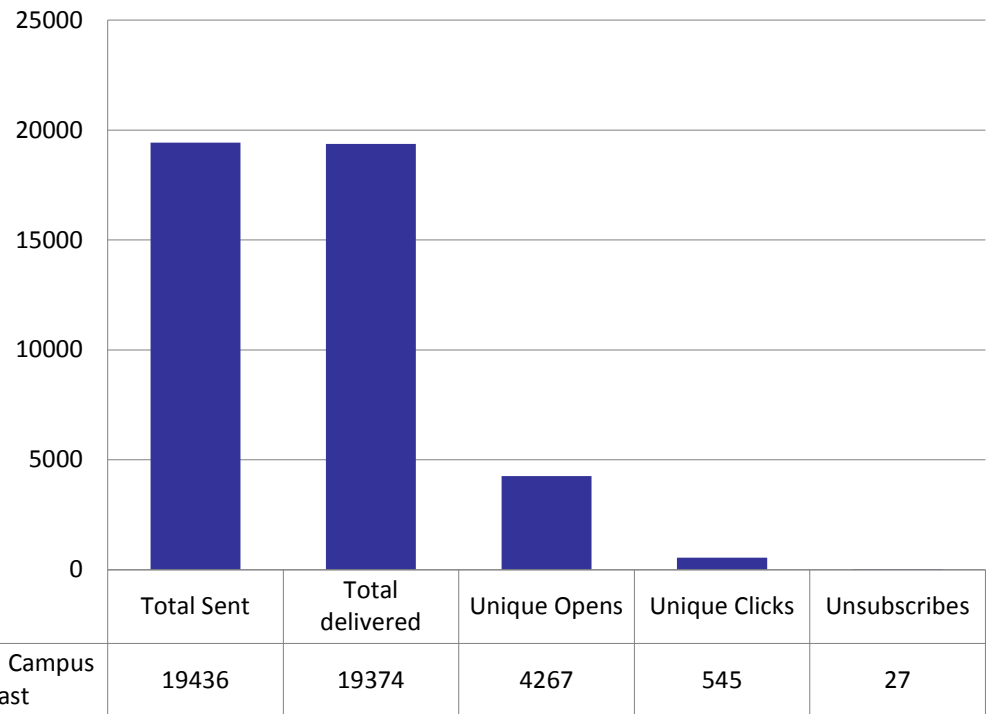
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20140729 Look the Part in New USC Men's Nike





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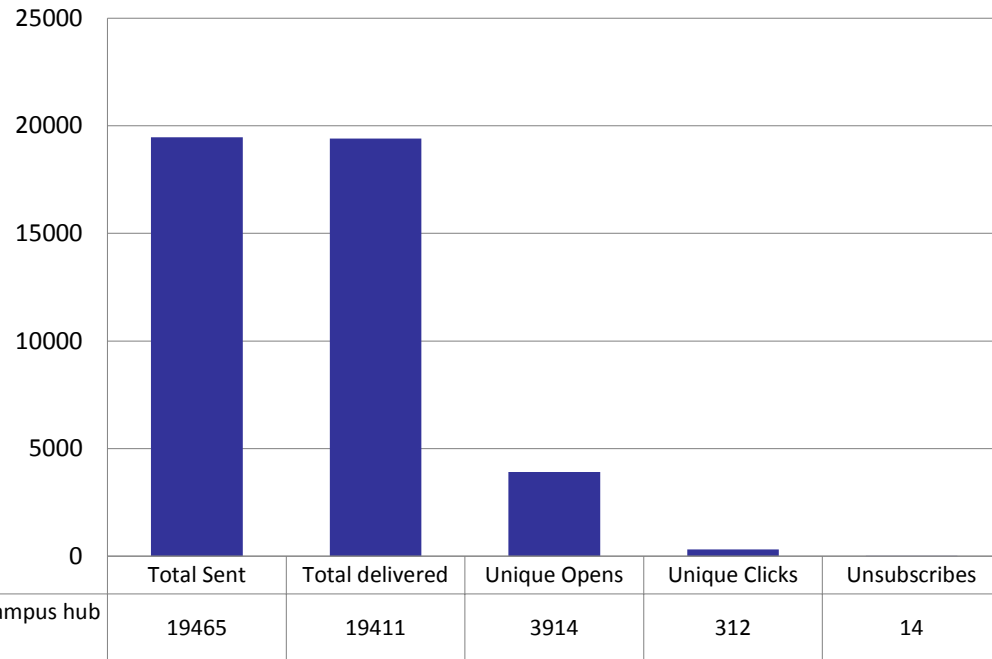
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20140702 USC Creates Character!





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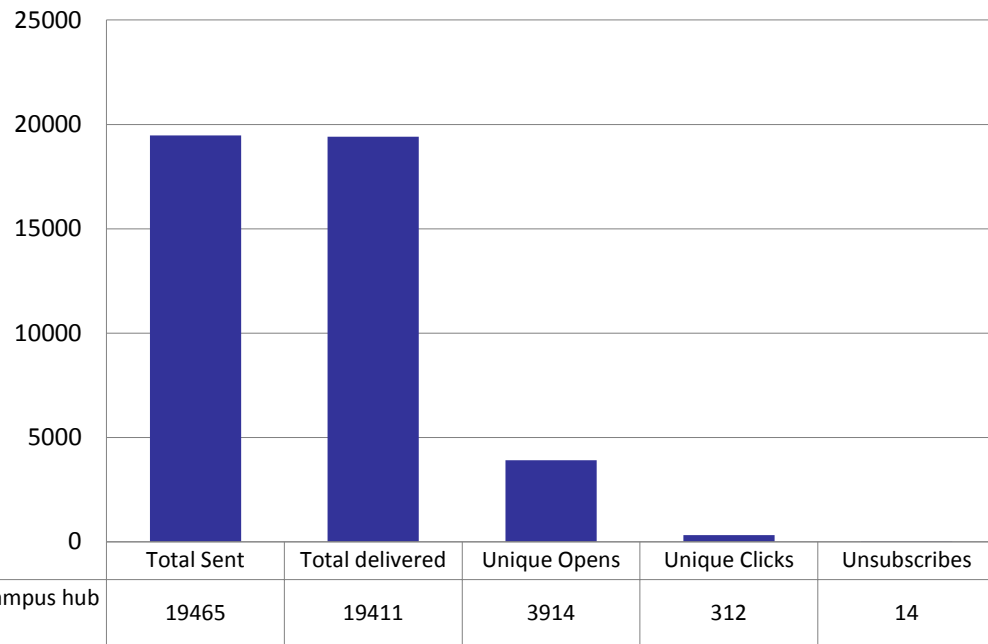
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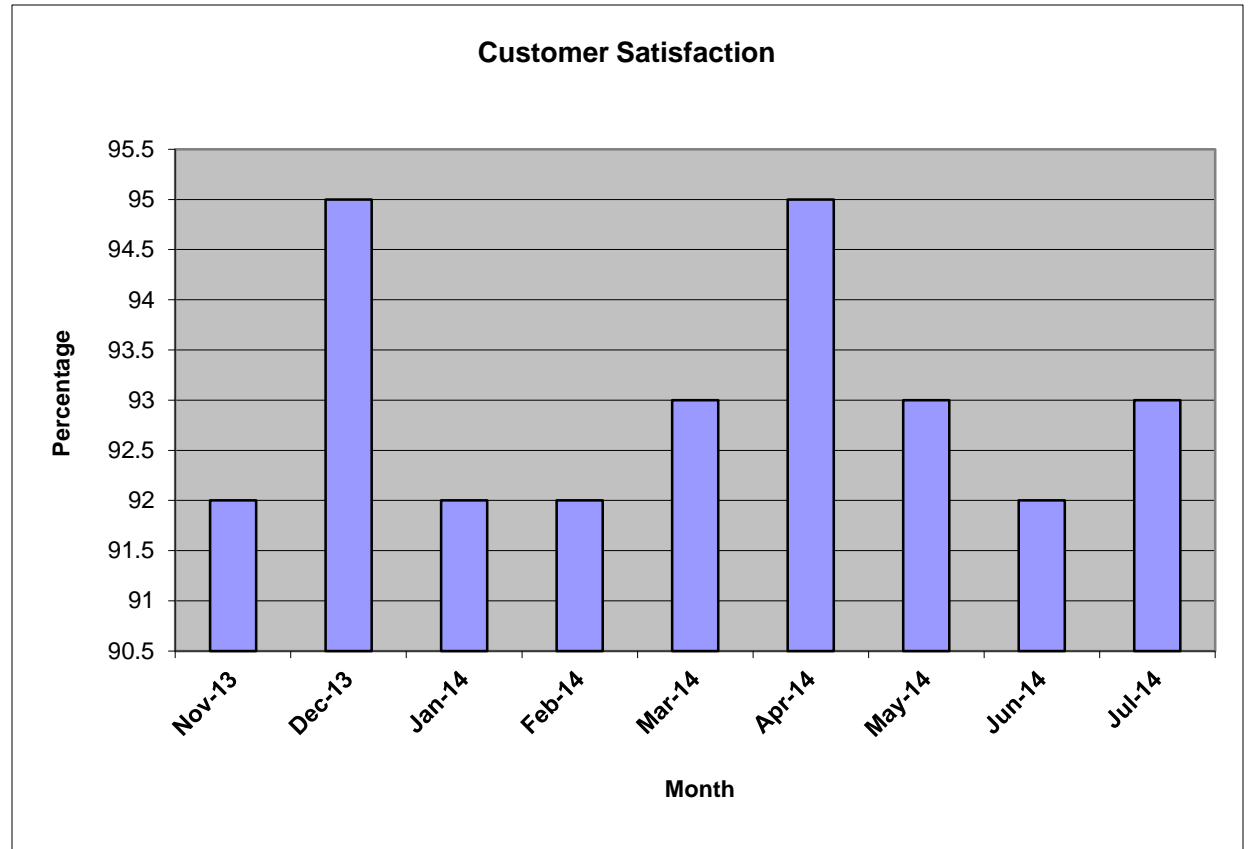
CUSTOMER SATISFACTION REPORT

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Thank You !!