



AS IT MONTHLY REPORTS

For April 2019

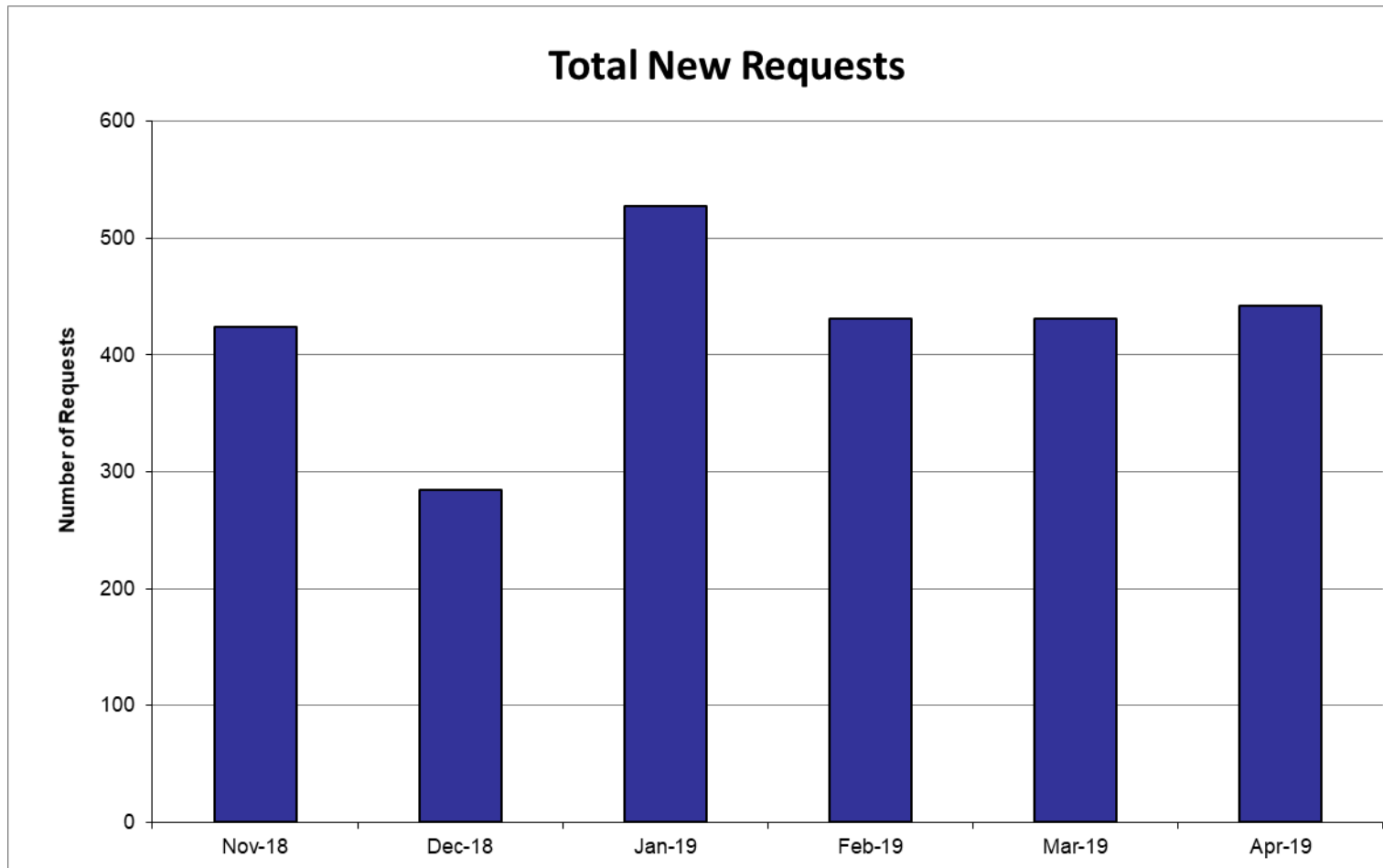


Agenda

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



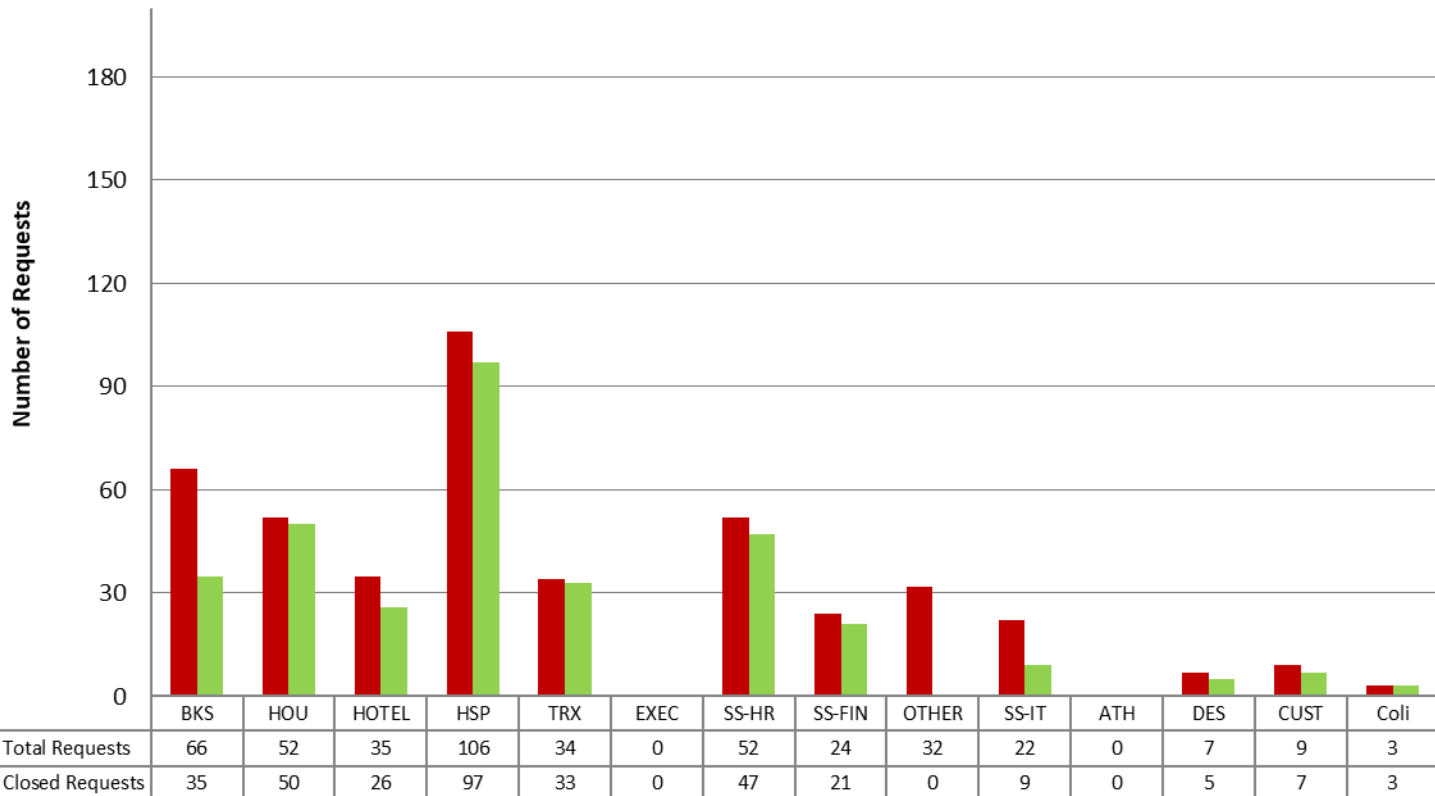
Service Desk Reports April 2019





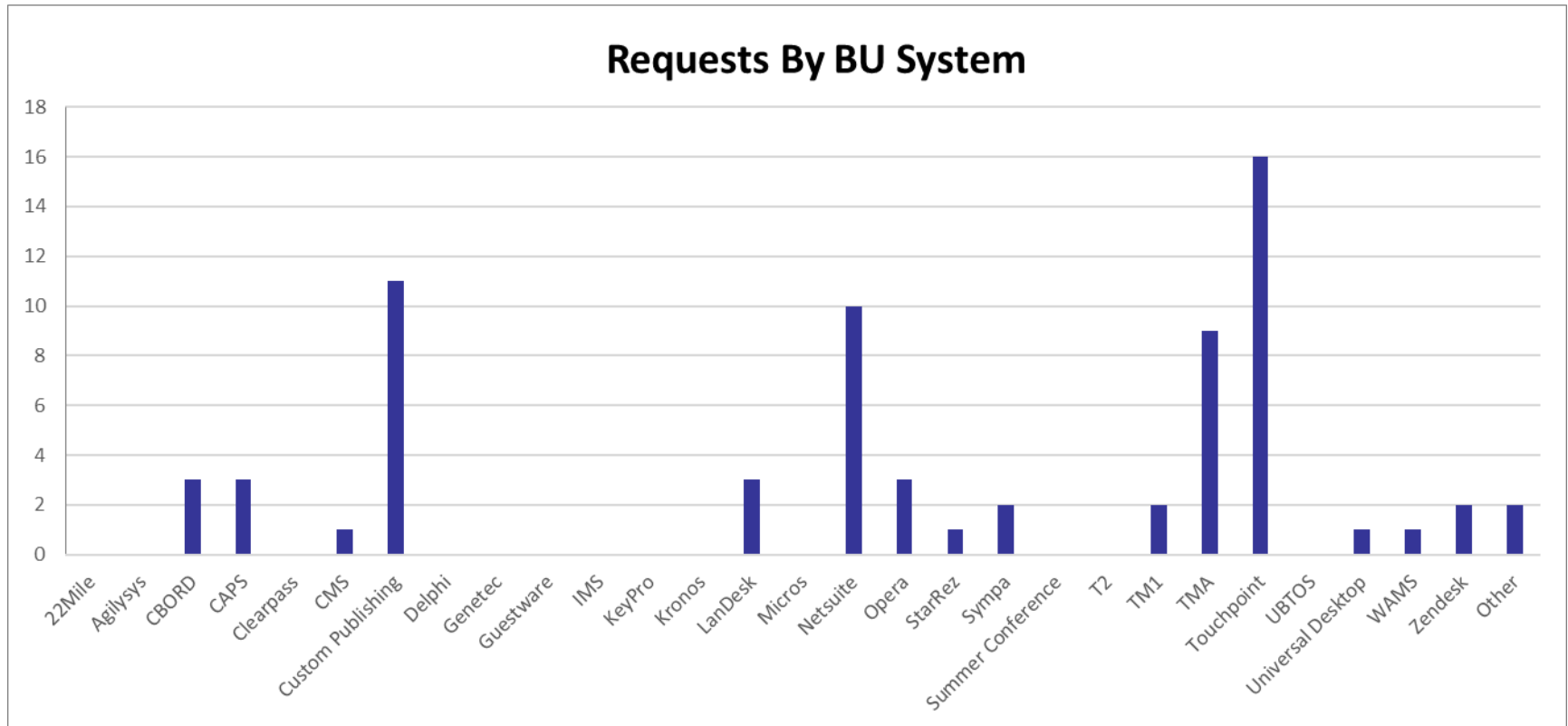
Service Desk Reports April 2019

Total New Vs Closed Requests



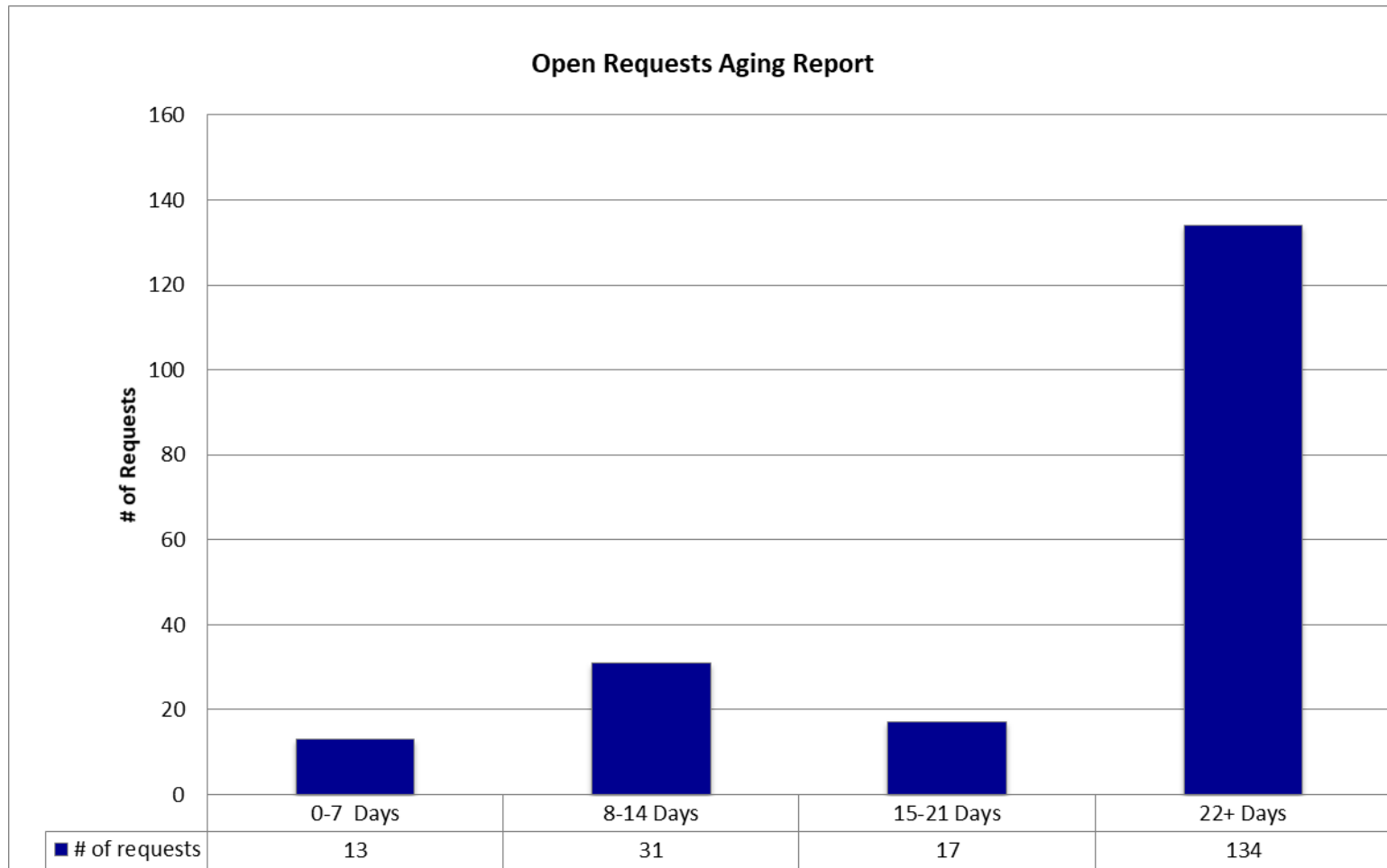


Service Desk Reports April 2019



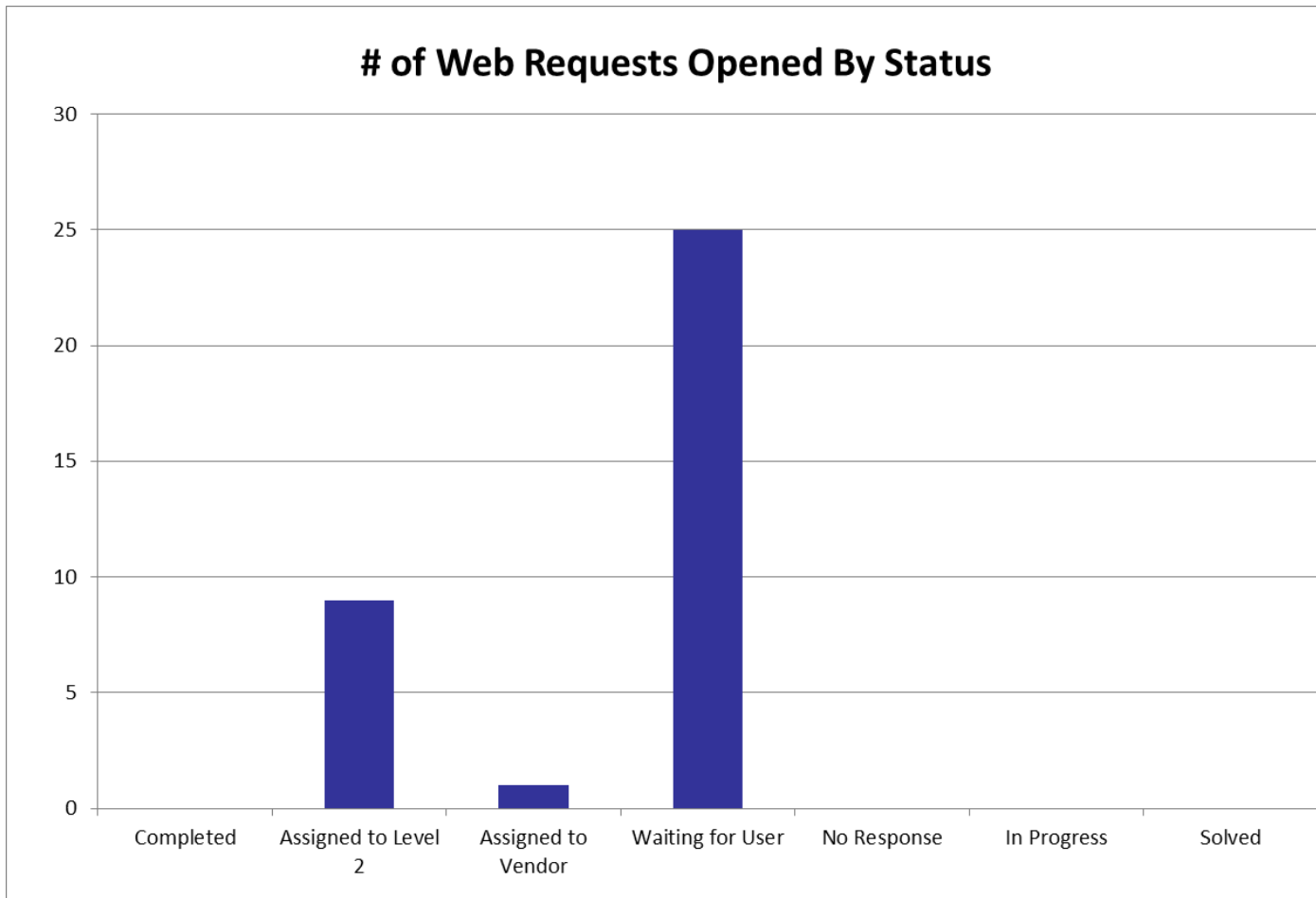


Service Desk Reports April 2019



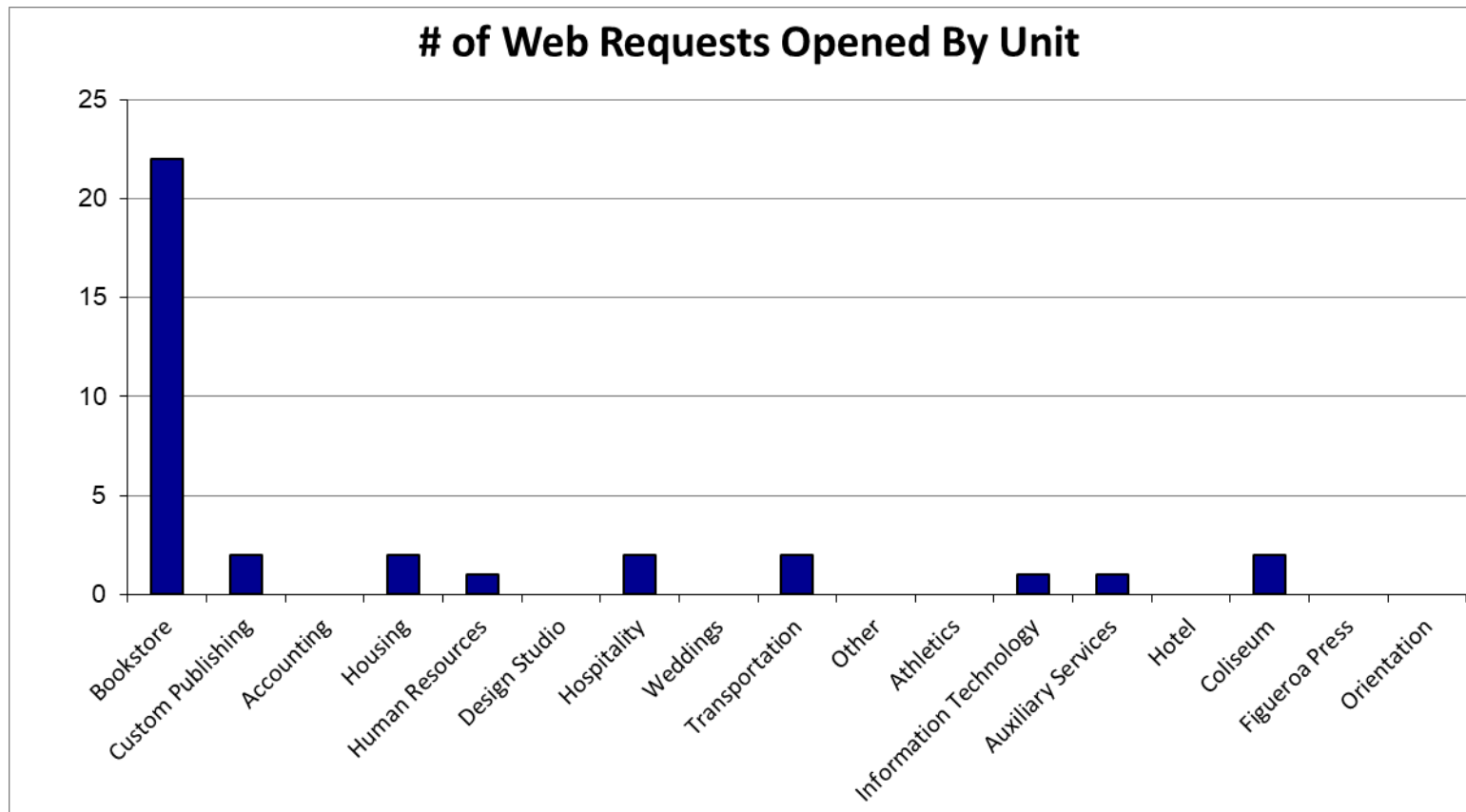


Service Desk Reports April 2019



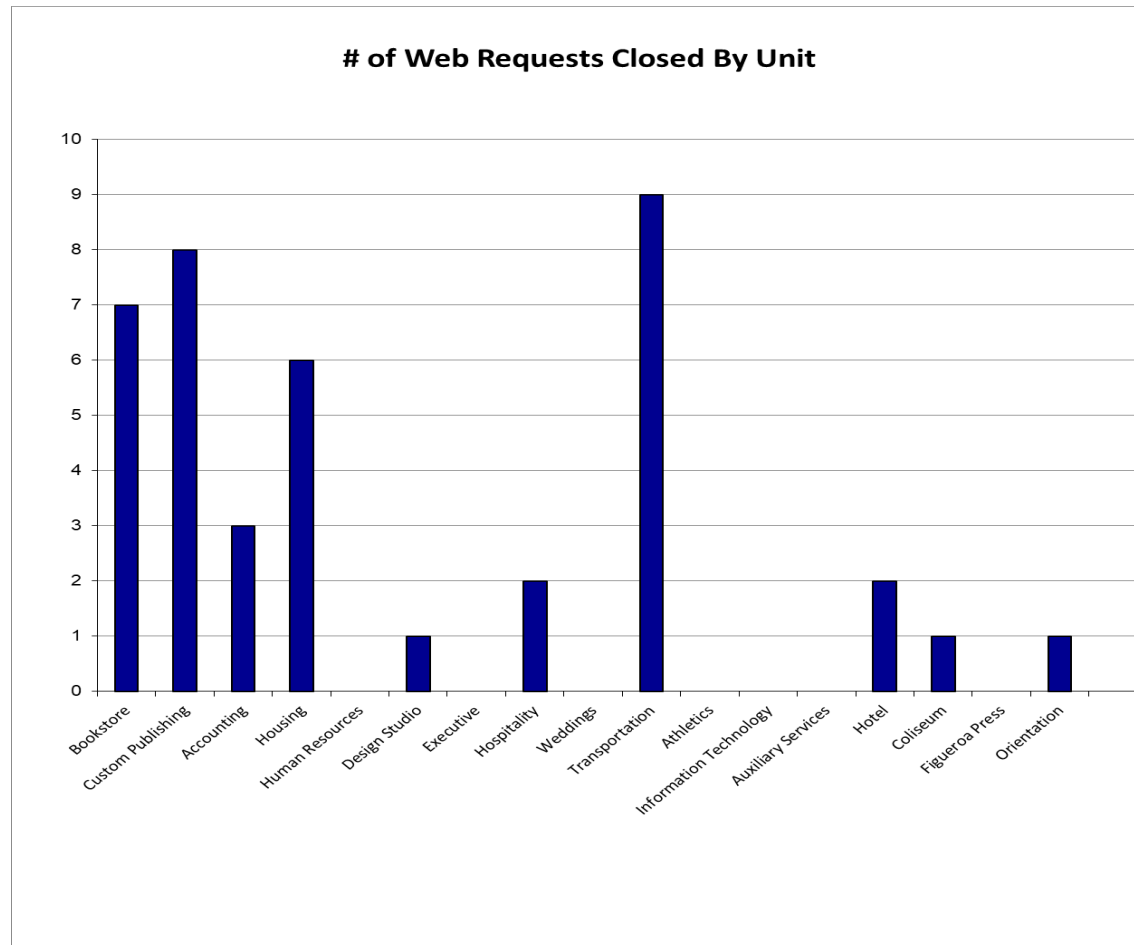


Service Desk Reports April 2019





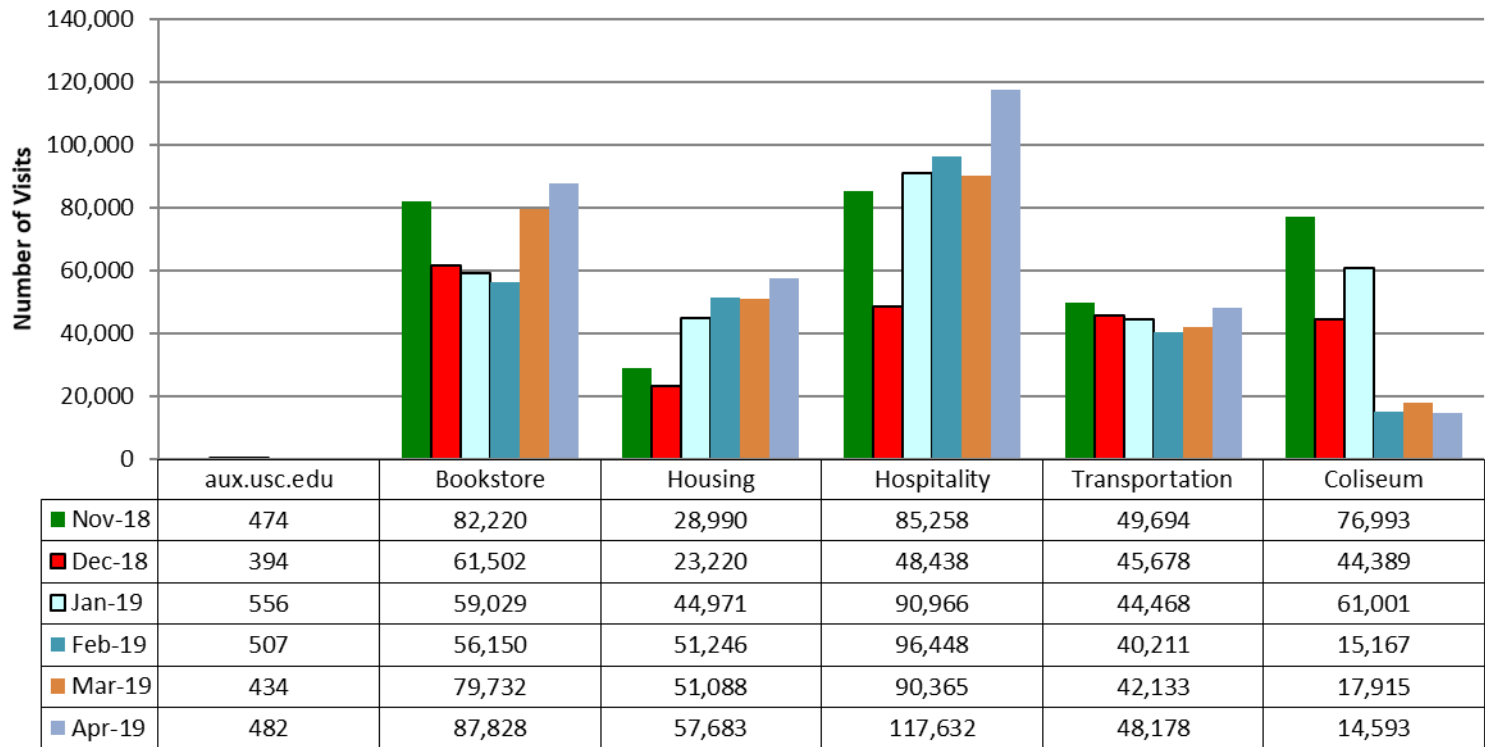
Service Desk Reports April 2019





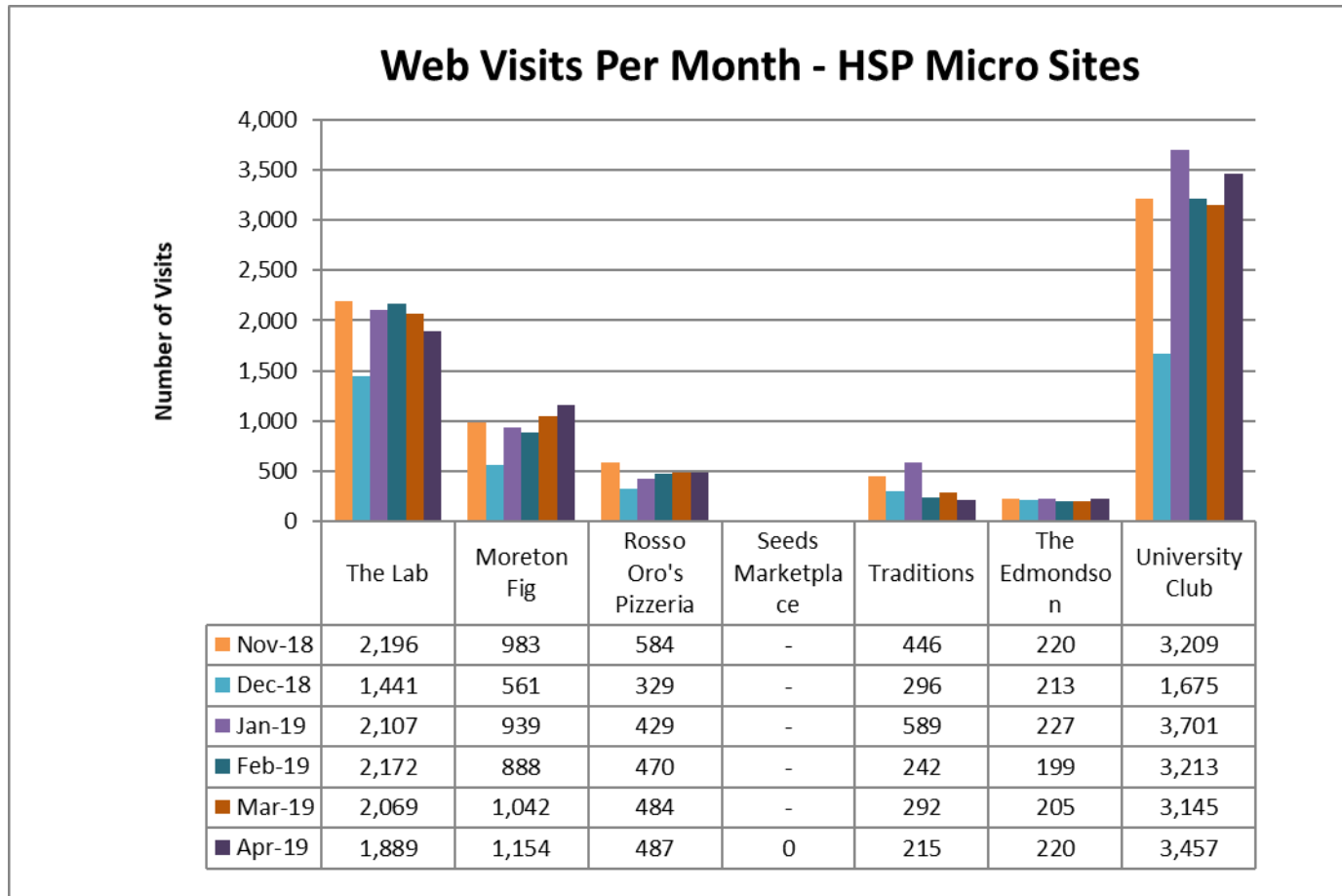
Website Reports April 2019

Web Visits Per Month - BU Main Sites



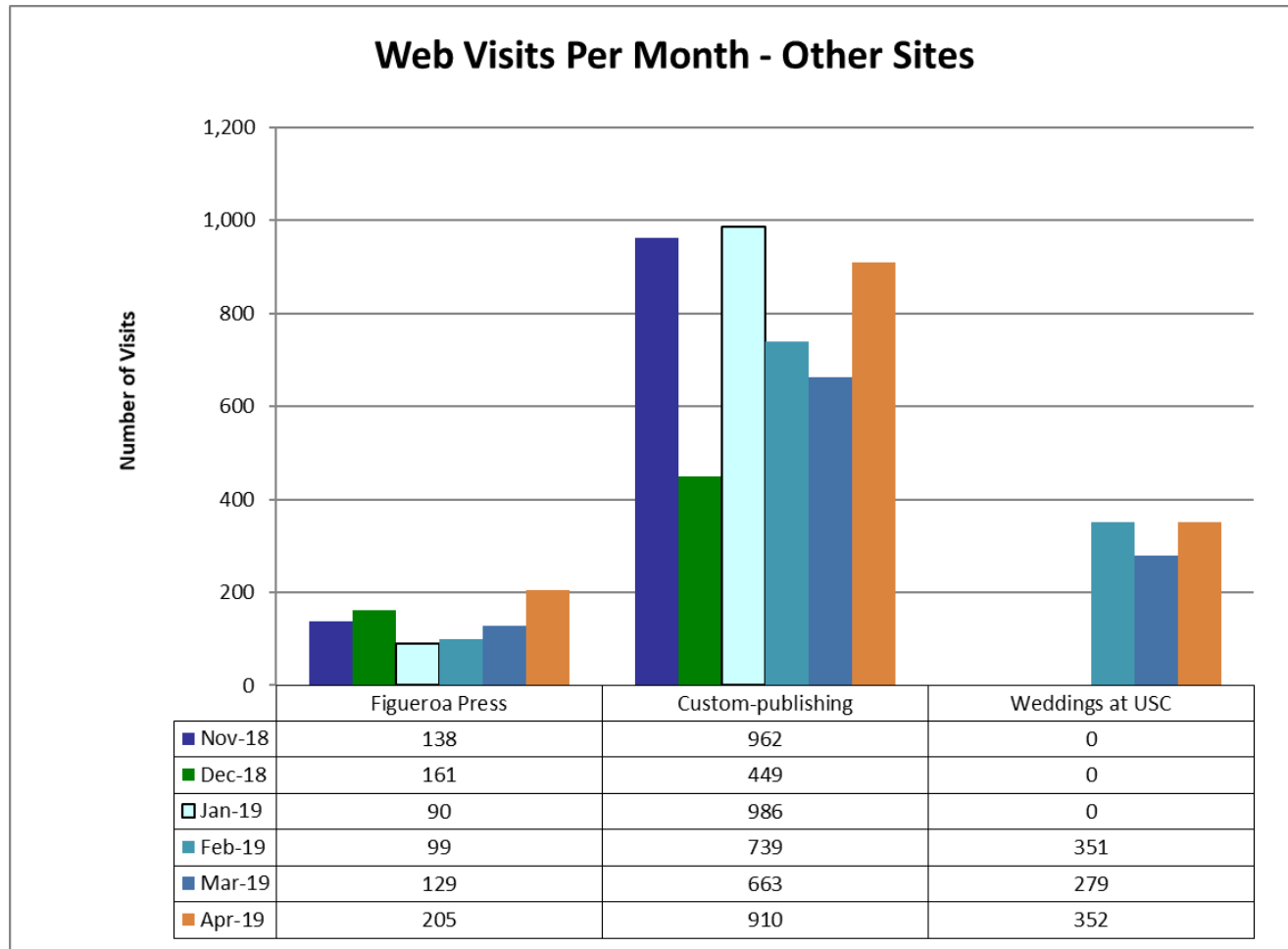


Website Reports April 2019





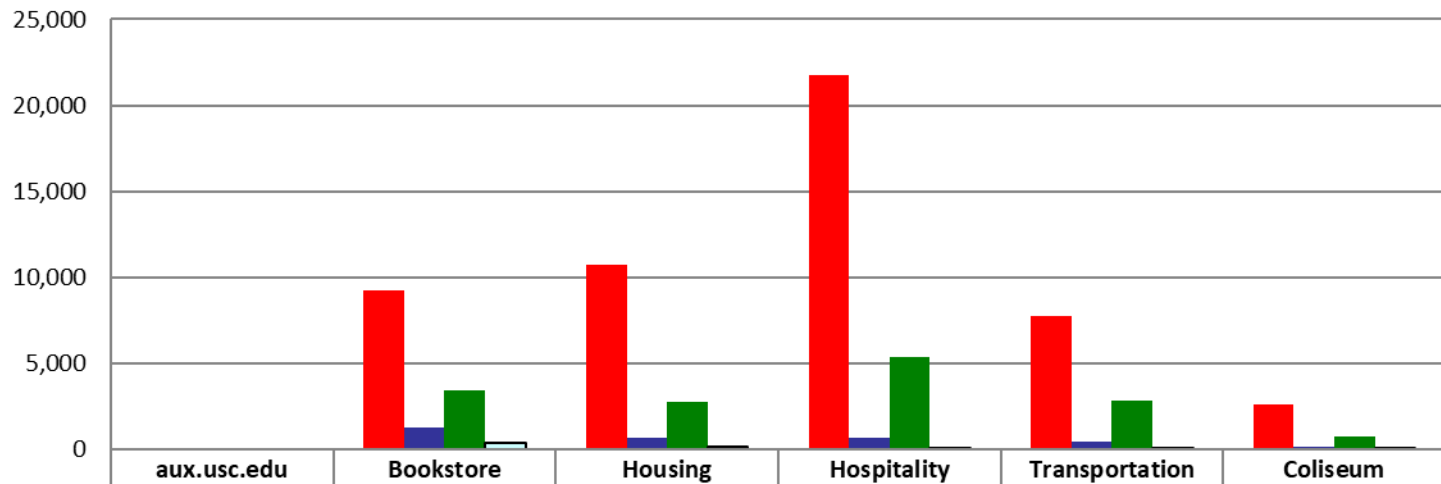
Website Reports April 2019





Website Reports April 2019

April 2019 Traffic Sources - BU Main Sites

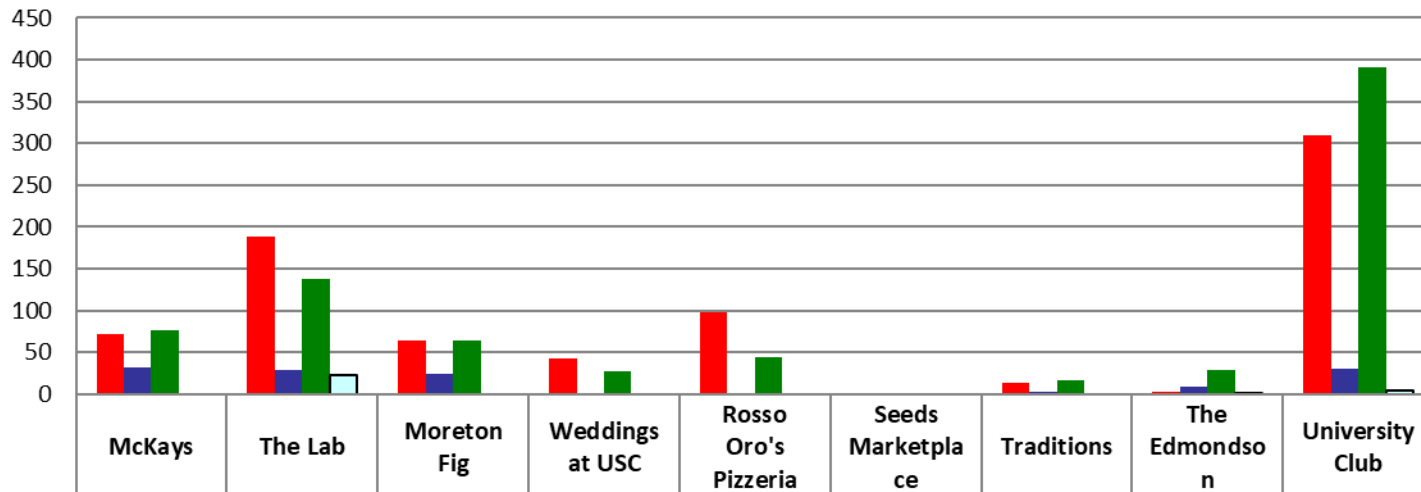


■ Search Engine	47	9,250	10,731	21,762	7,764	2,636
■ Referring Sites	1	1,276	702	670	461	144
■ Direct Traffic	81	3,404	2,739	5,342	2,869	713
□ Campaigns	0	410	180	52	105	18



Website Reports April 2019

April 2019 Traffic Sources - HSP Micro Sites

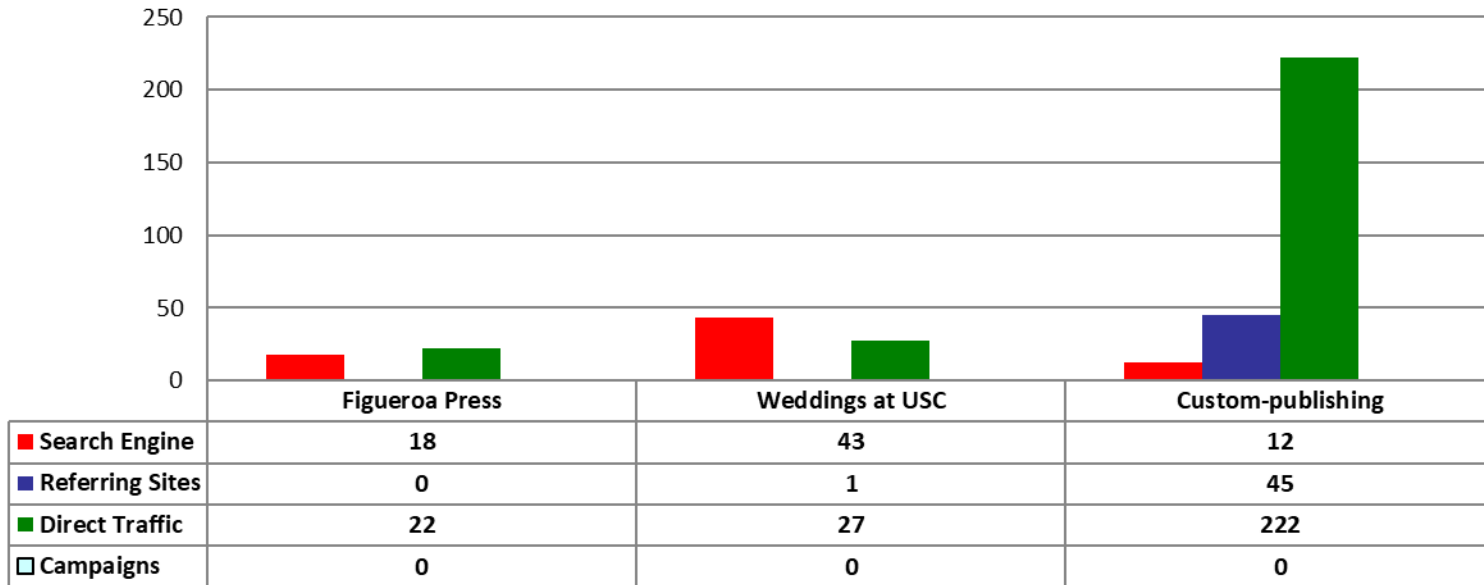


■ Search Engine	71	189	64	43	97	0	14	3	309
■ Referring Sites	31	29	24	1	0	0	3	9	30
■ Direct Traffic	77	137	64	27	44	0	16	29	390
□ Campaigns	0	23	0	0	0	0	0	1	4



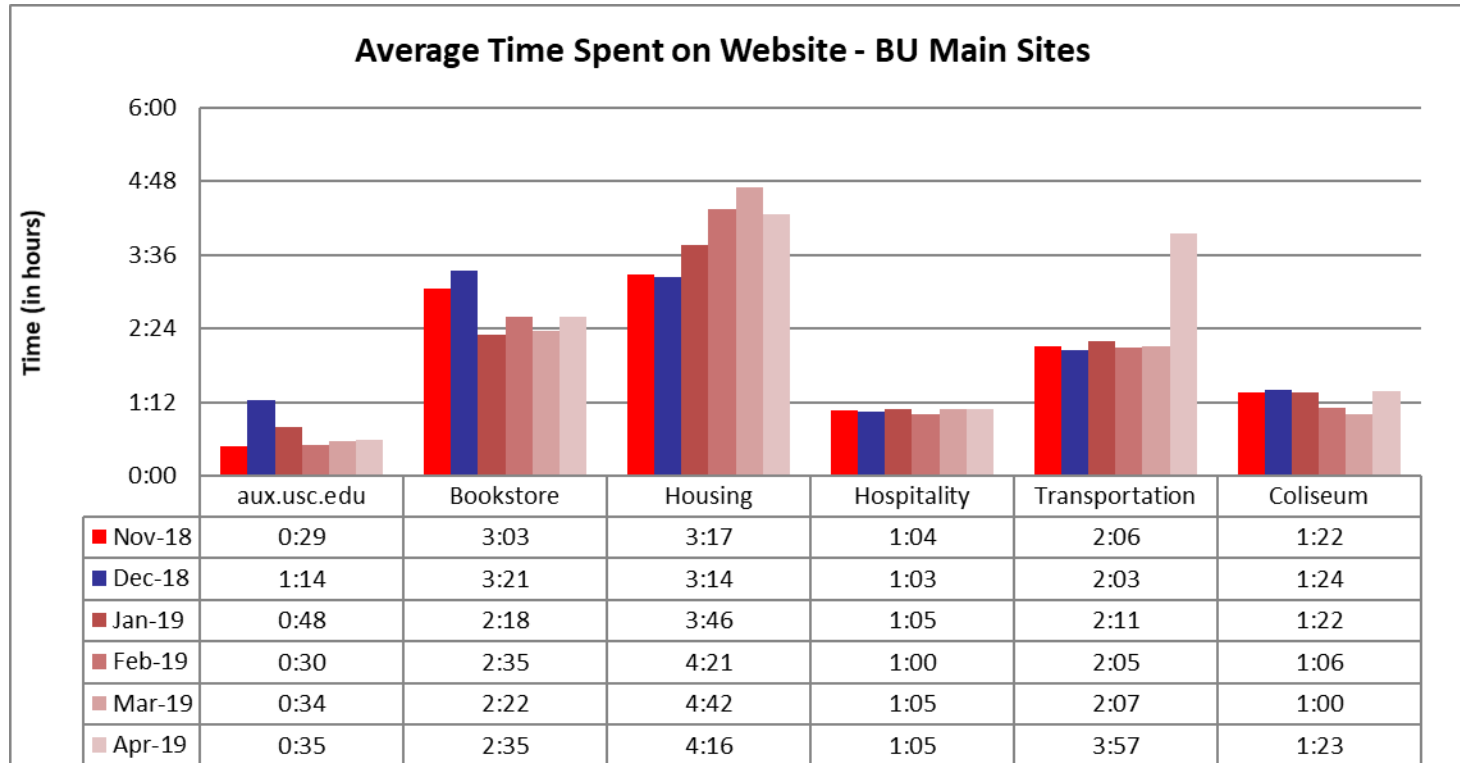
Website Reports April 2019

April 2019 Traffic Sources - Other Sites





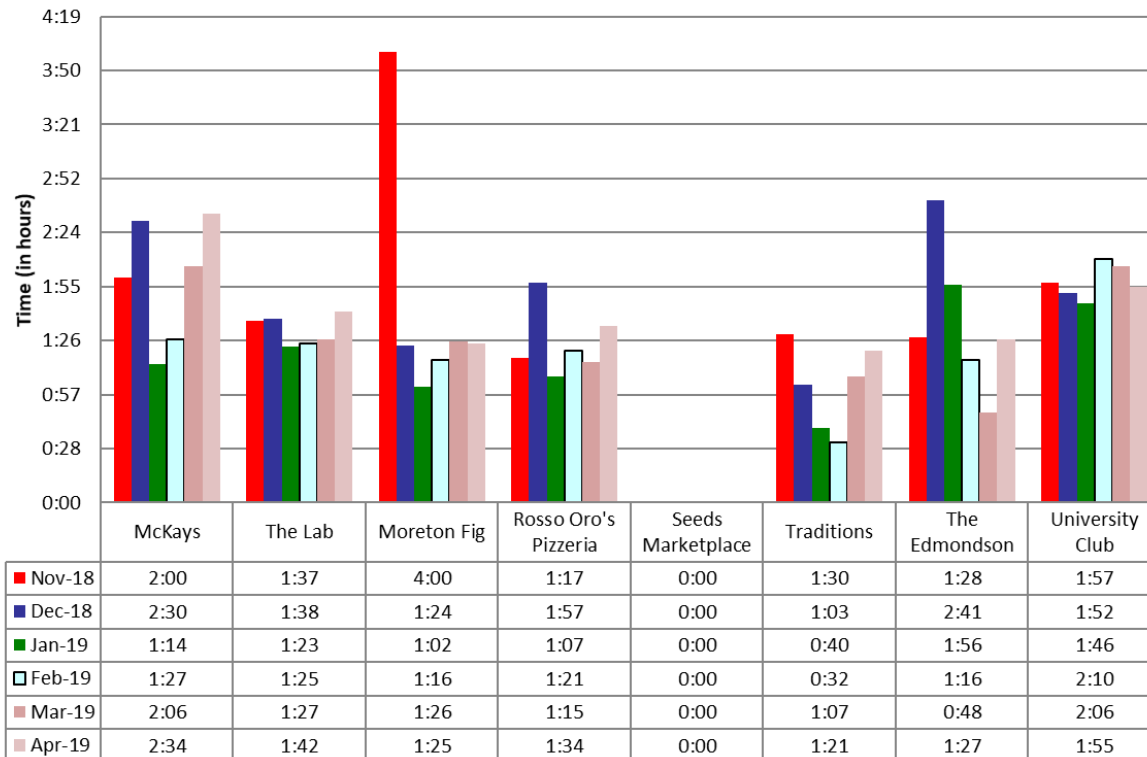
Website Reports April 2019





Website Reports April 2019

Average Time Spent on Website - HSP Micro Sites



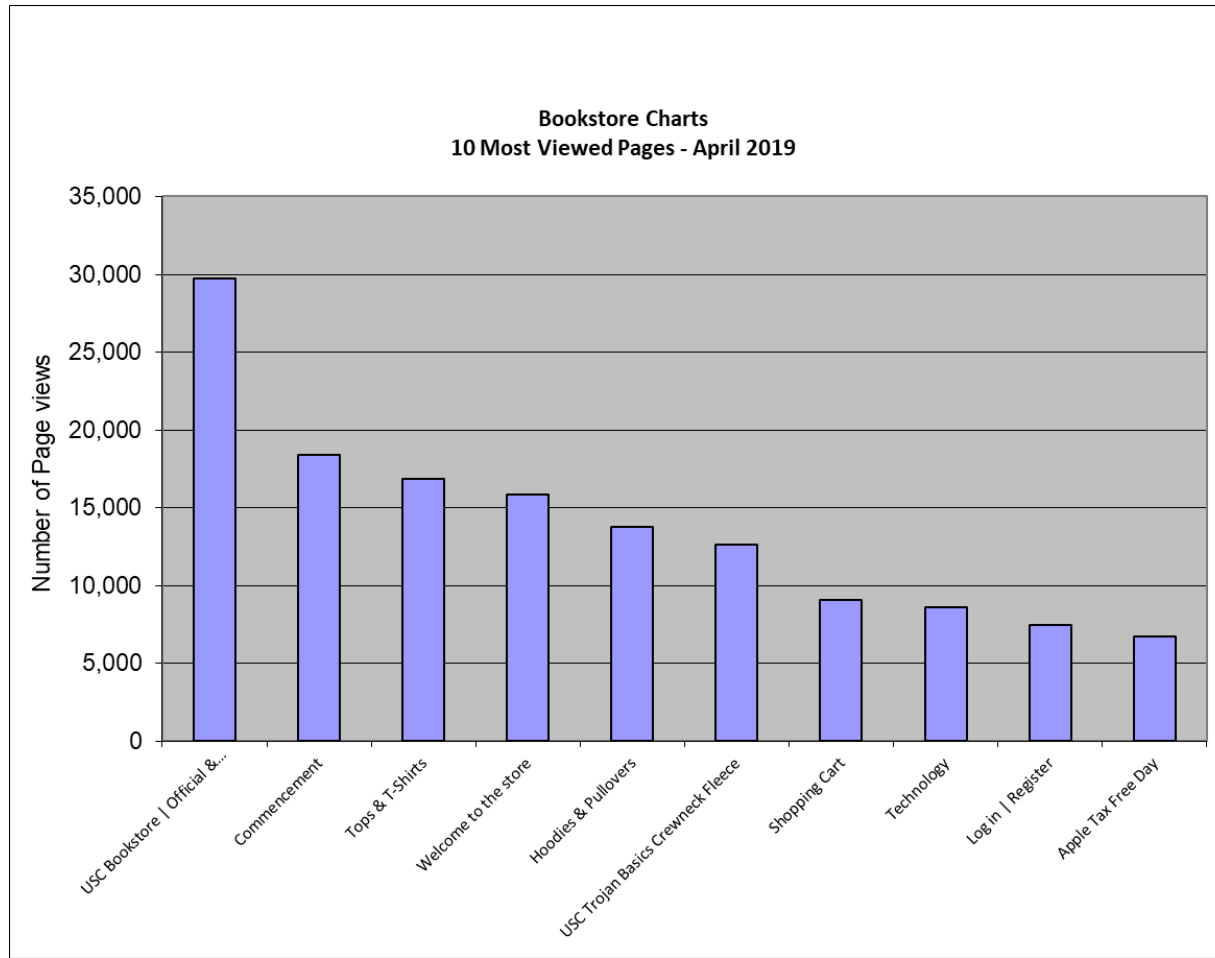


Website Reports April 2019



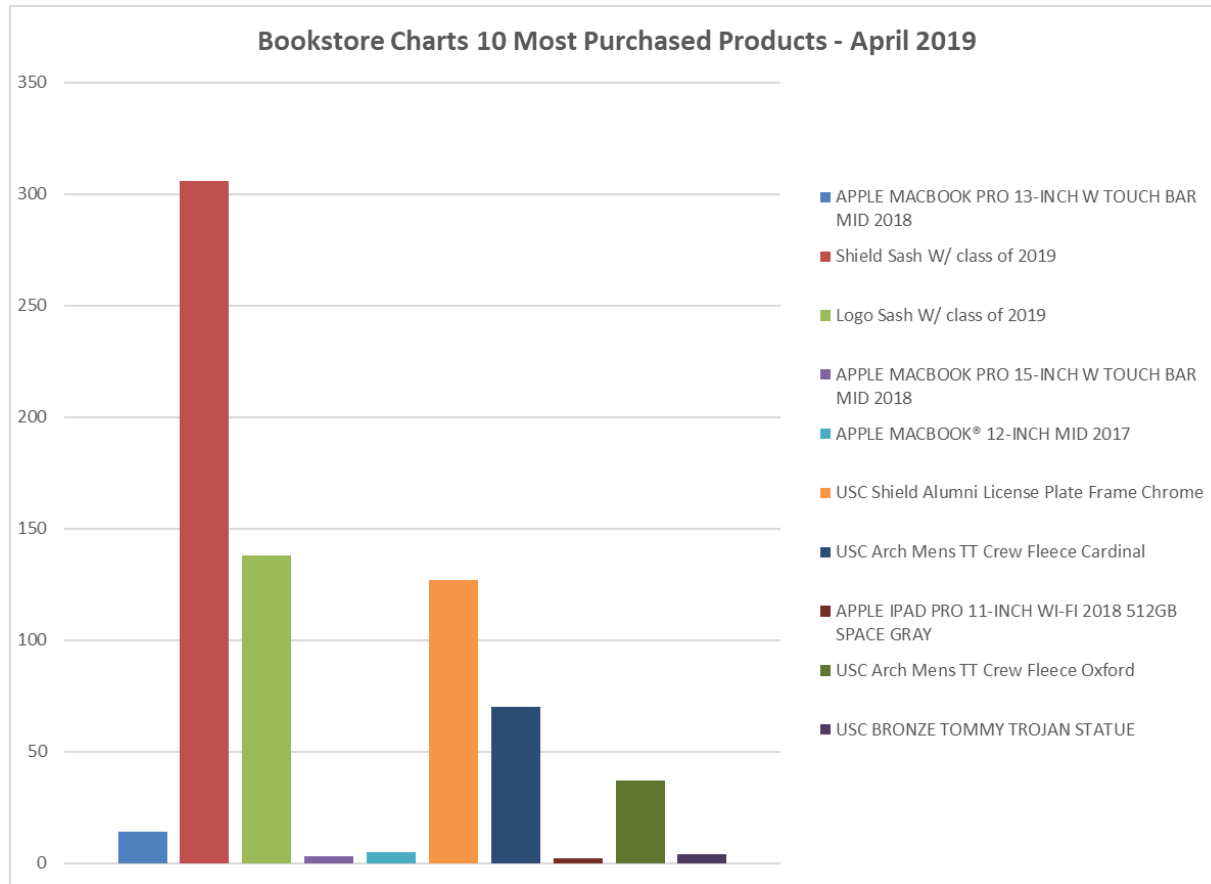


Website Reports April 2019



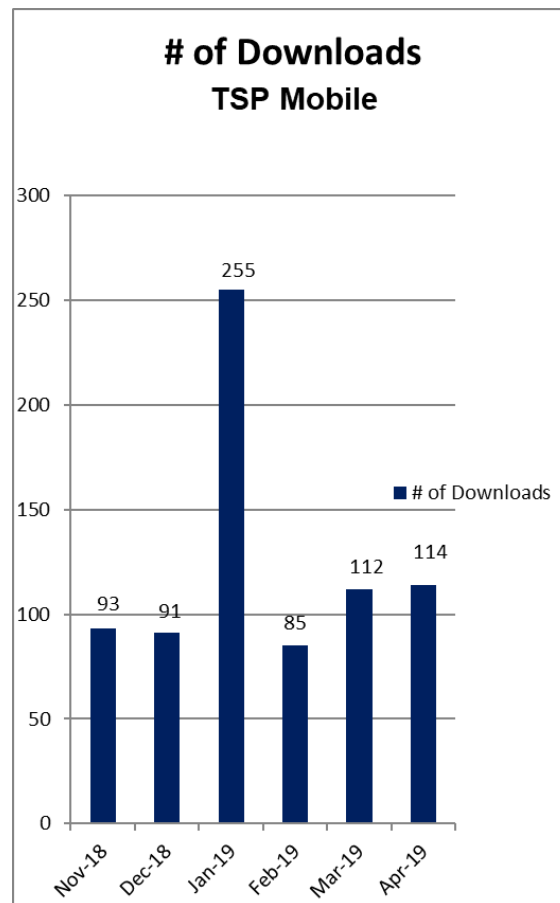


Website Reports April 2019



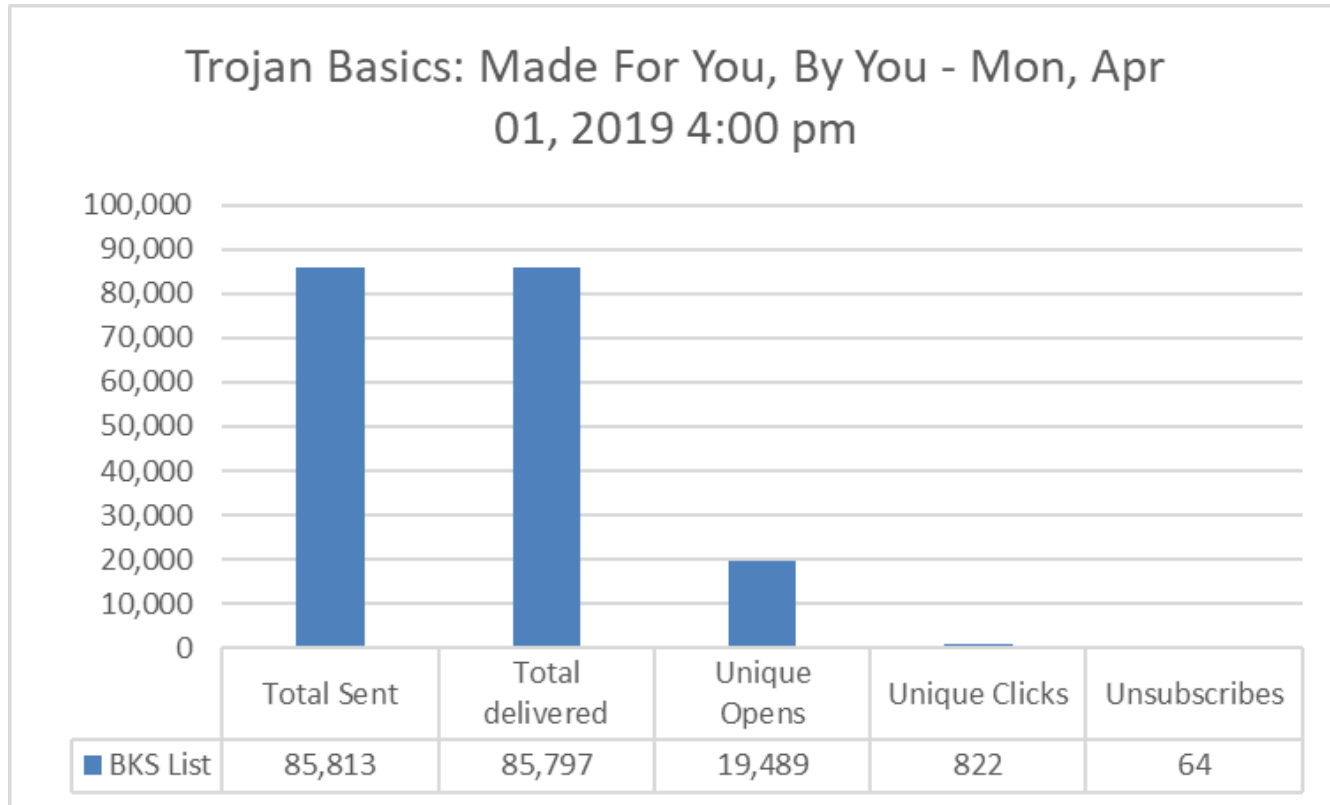


Website Reports April 2019



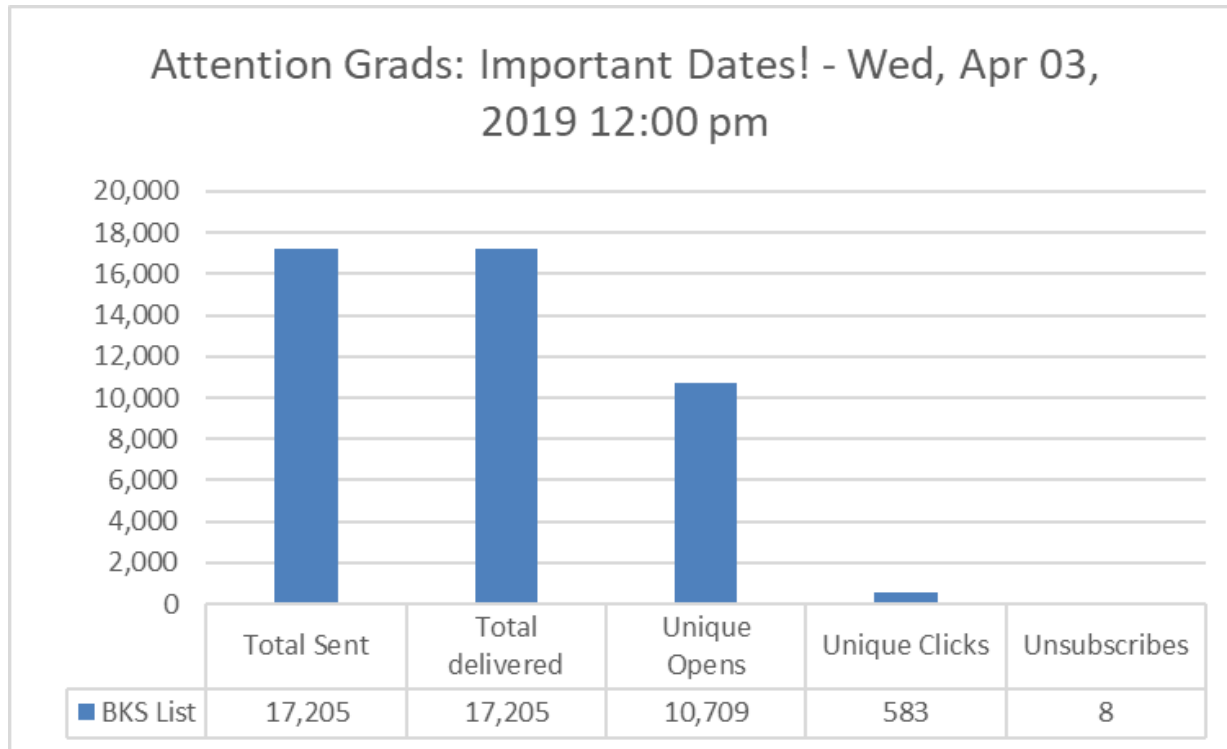


Email Campaign Reports April 2019



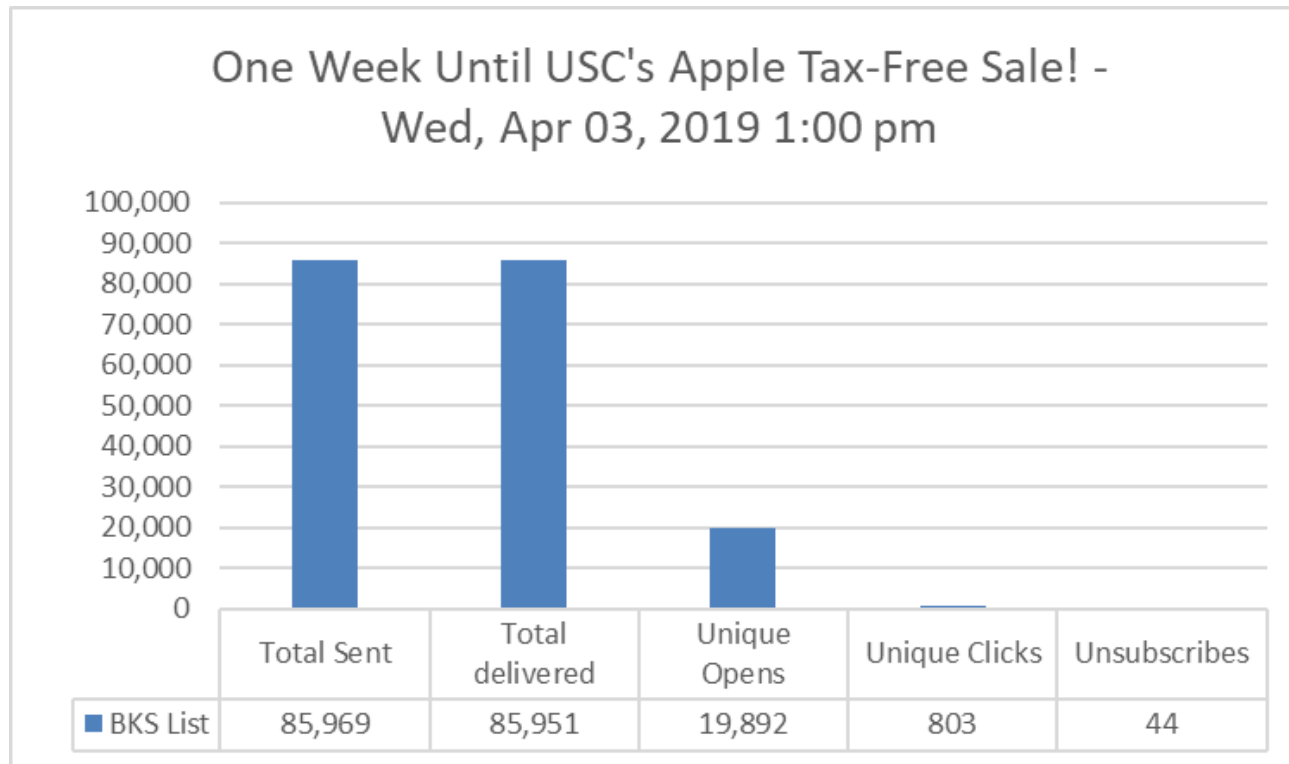


Email Campaign Reports April 2019



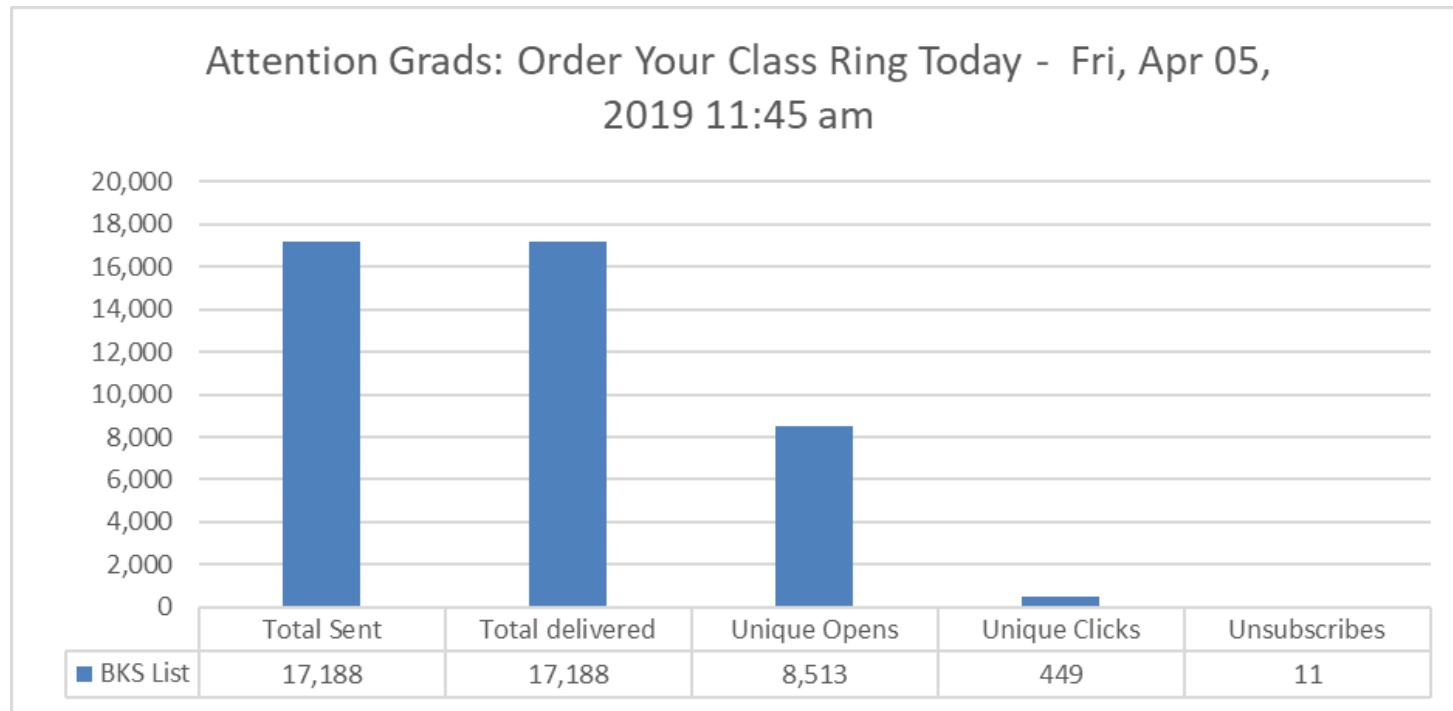


Email Campaign Reports April 2019



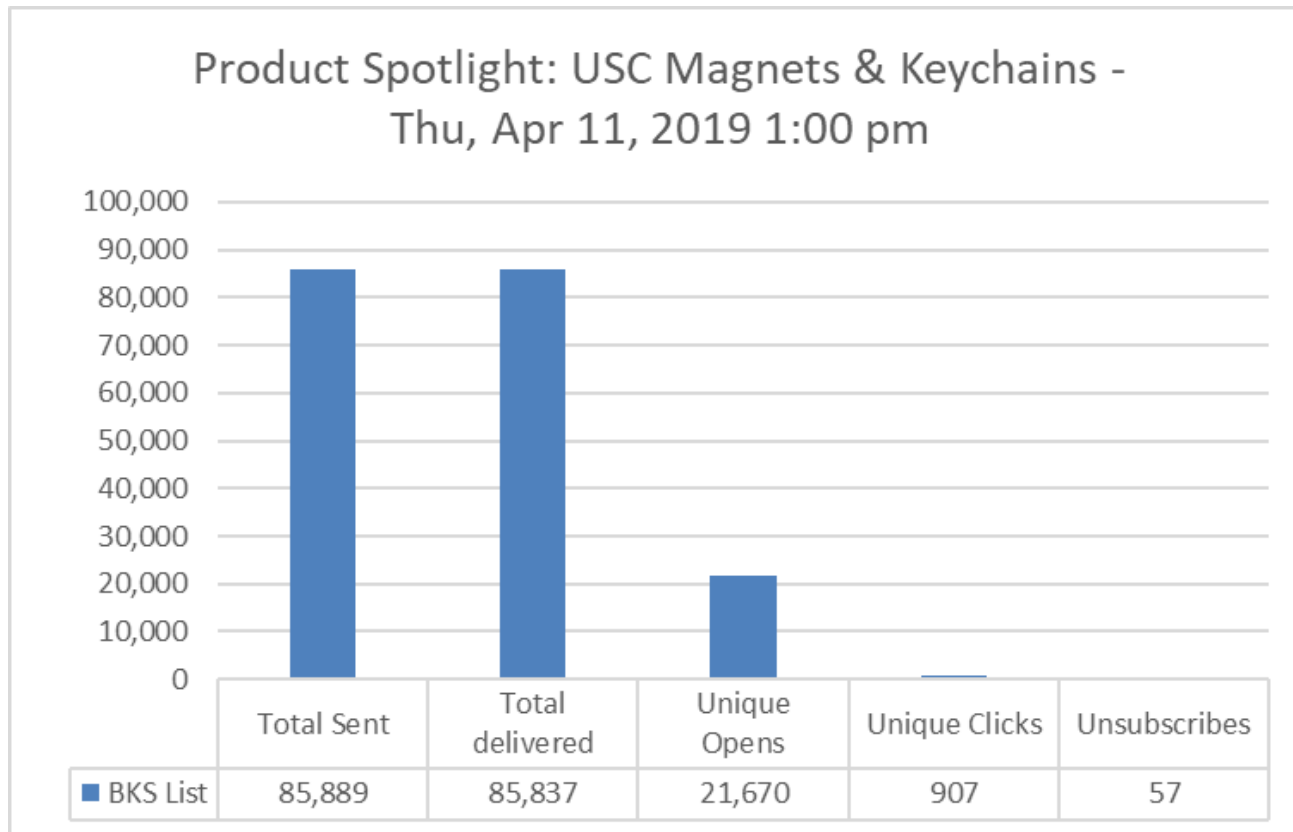


Email Campaign Reports April 2019



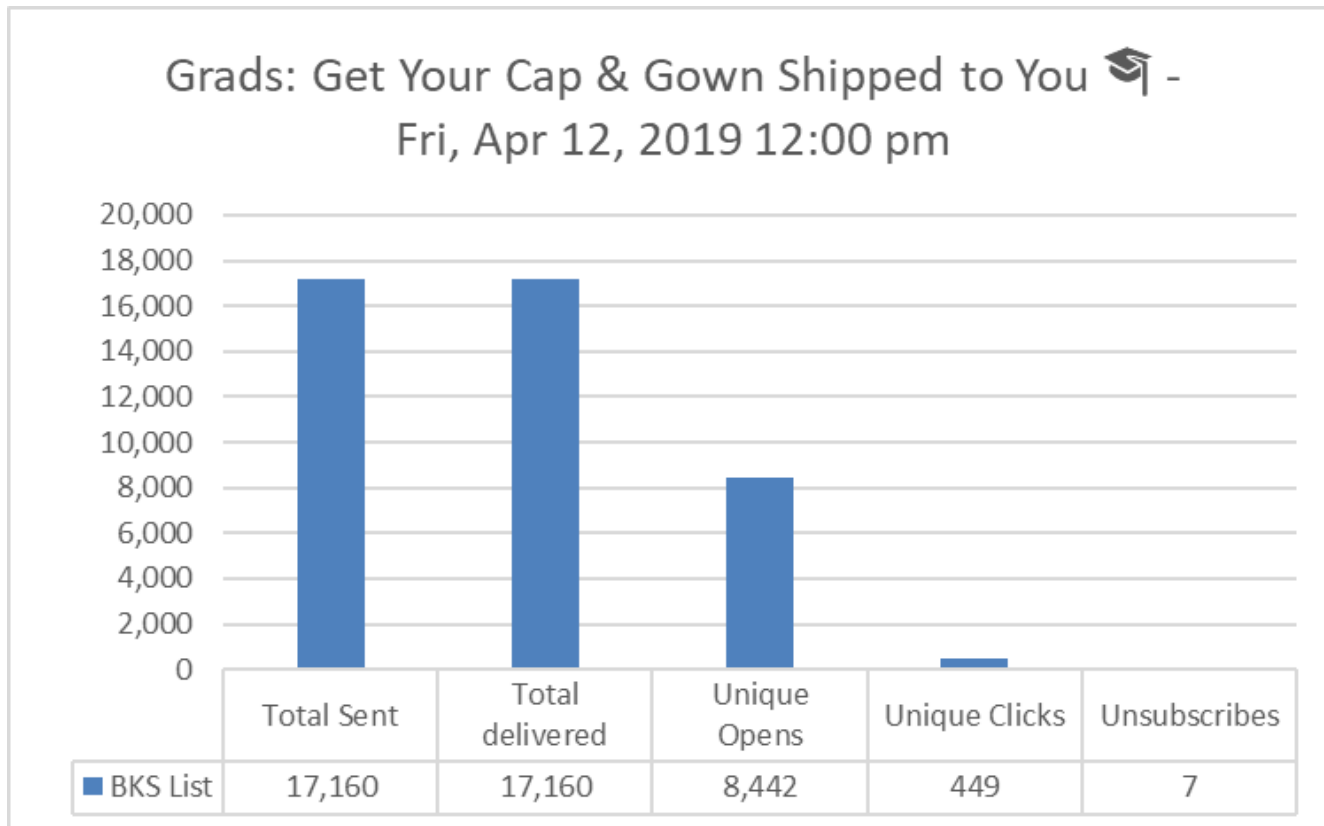


Email Campaign Reports April 2019



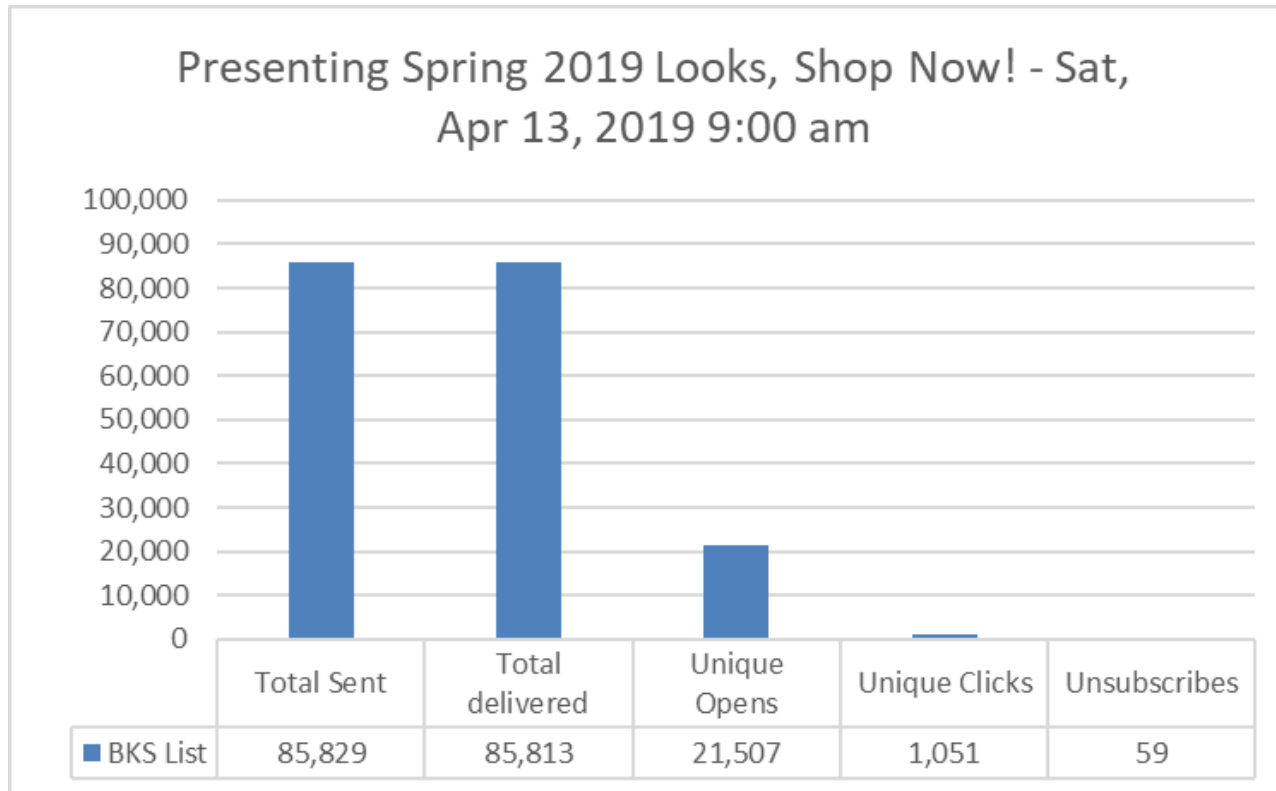


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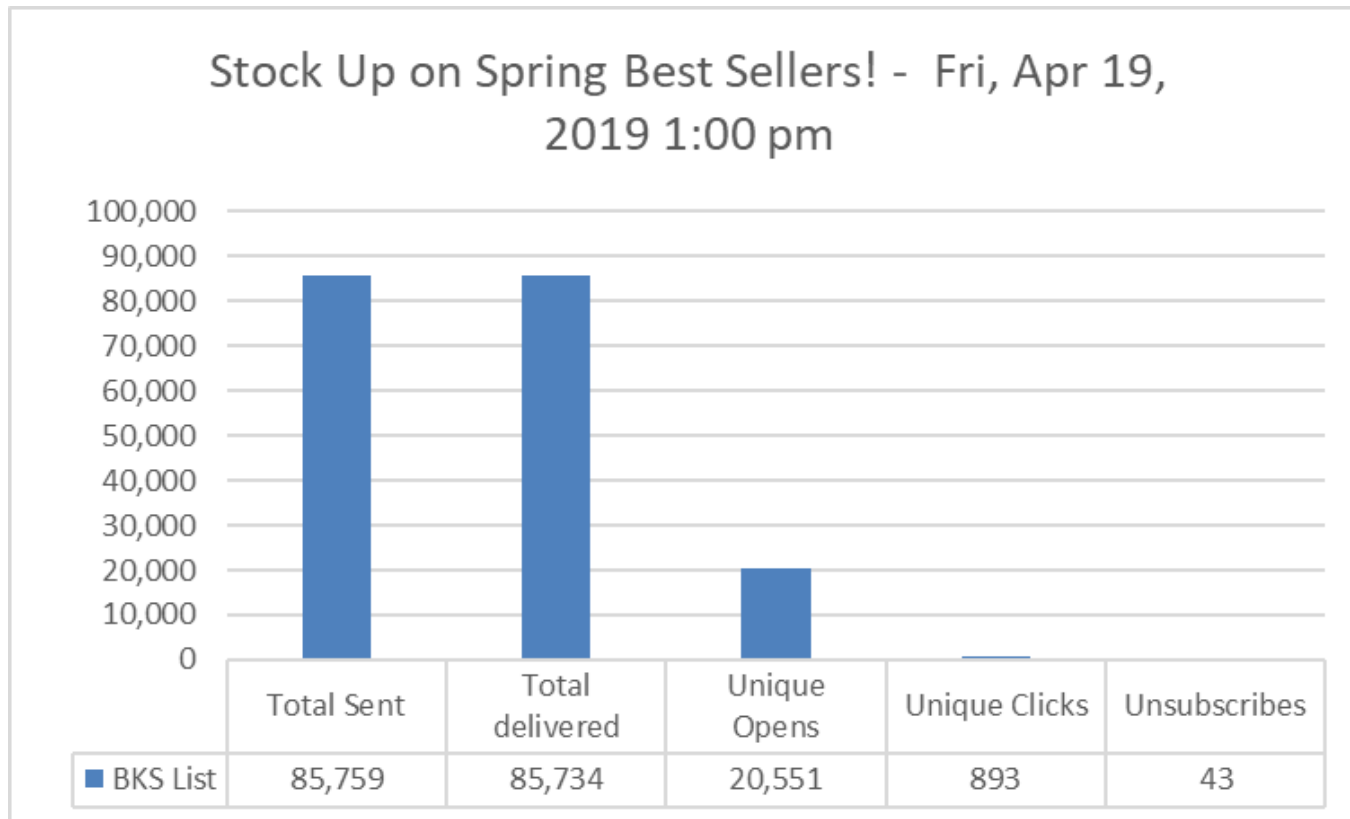


Email Campaign Reports April 2019



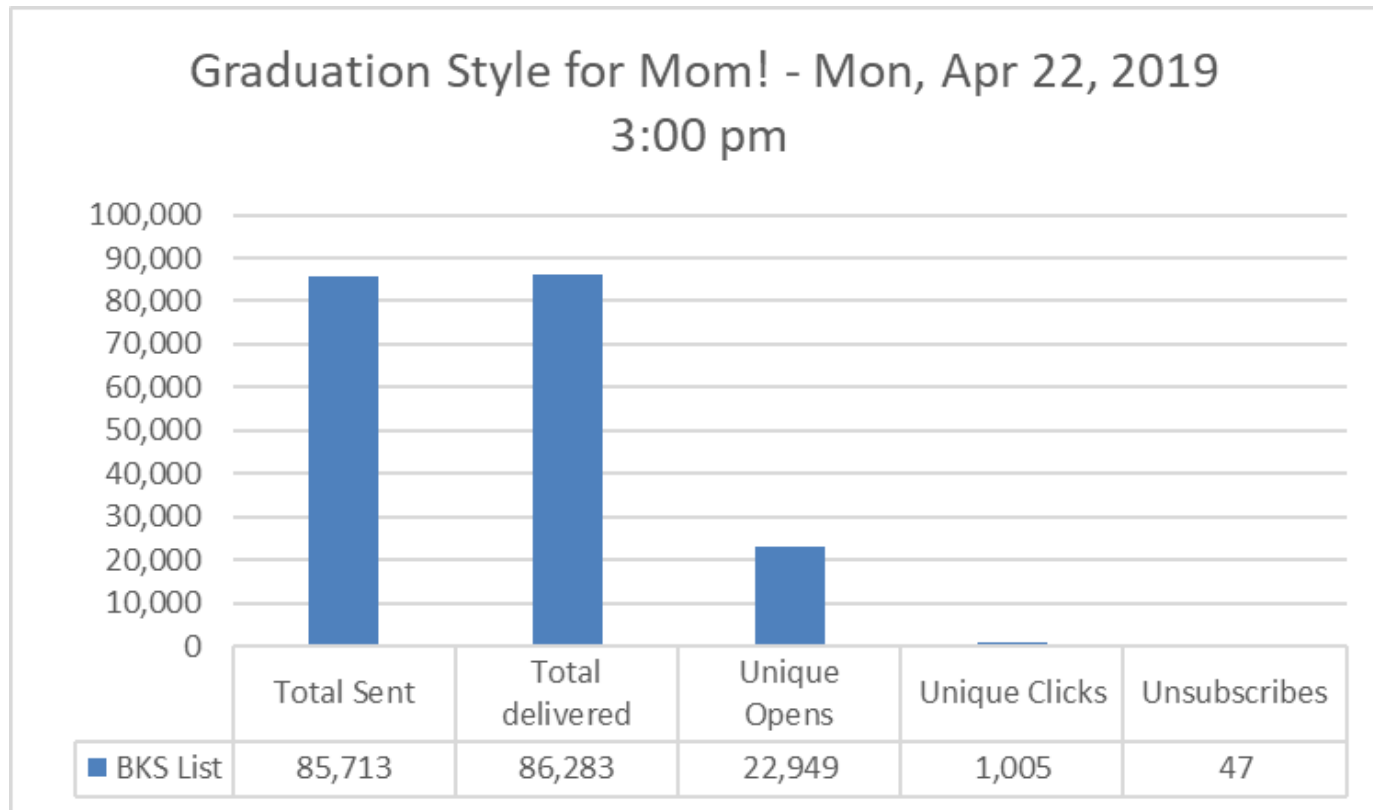


Email Campaign Reports April 2019



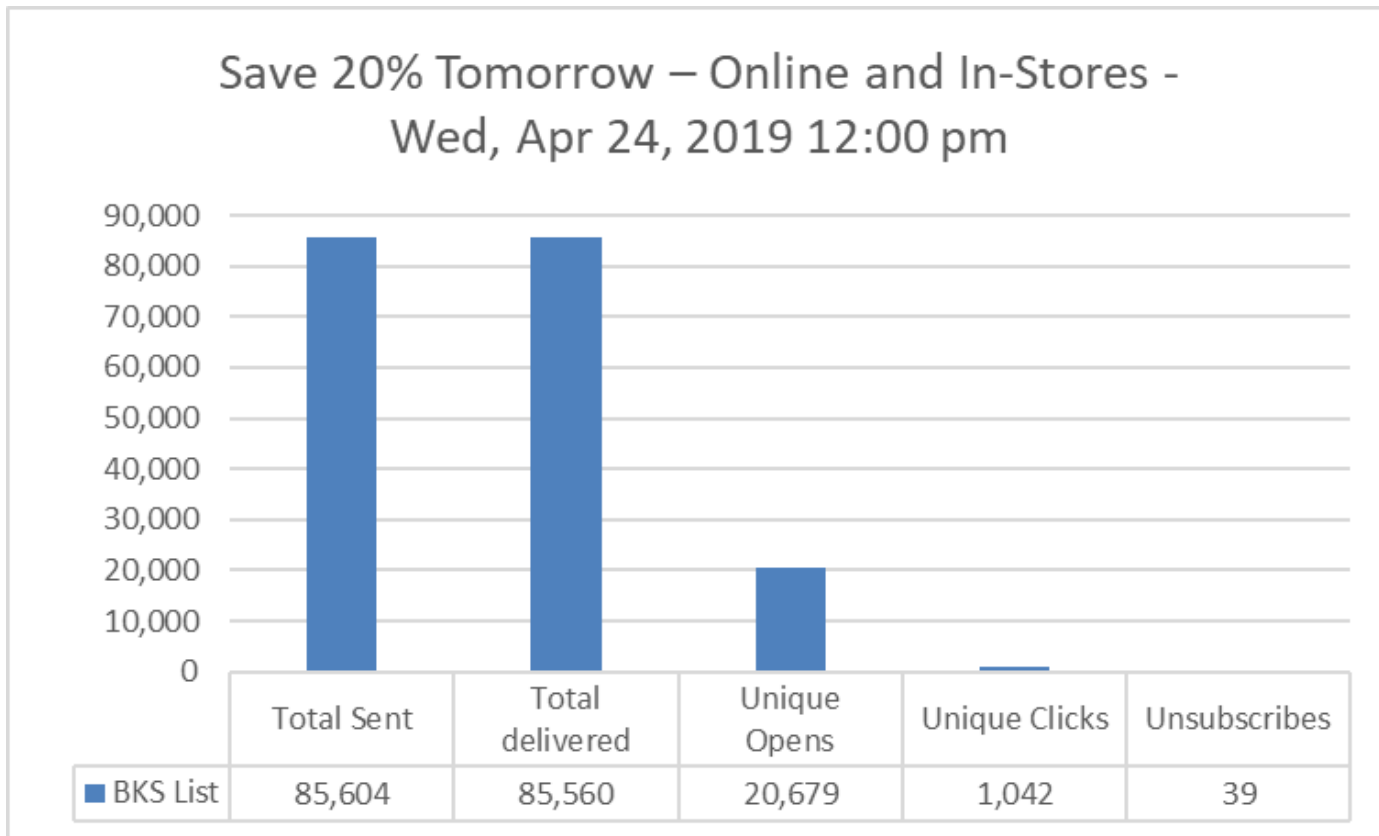


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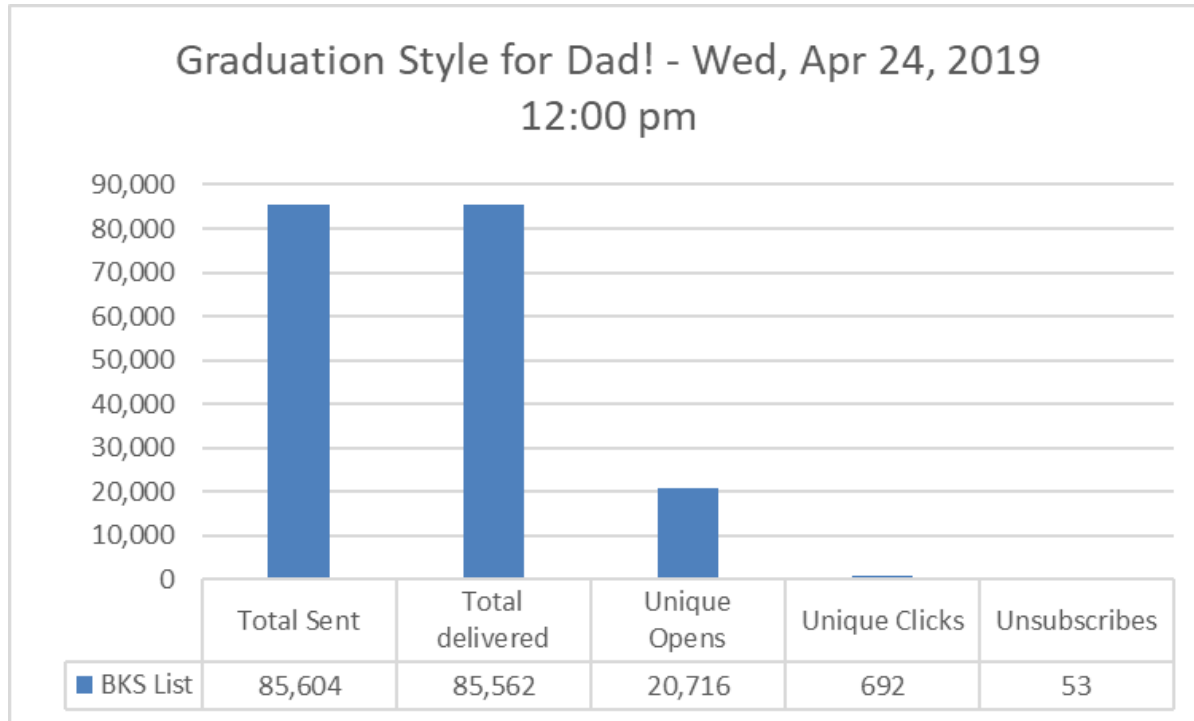


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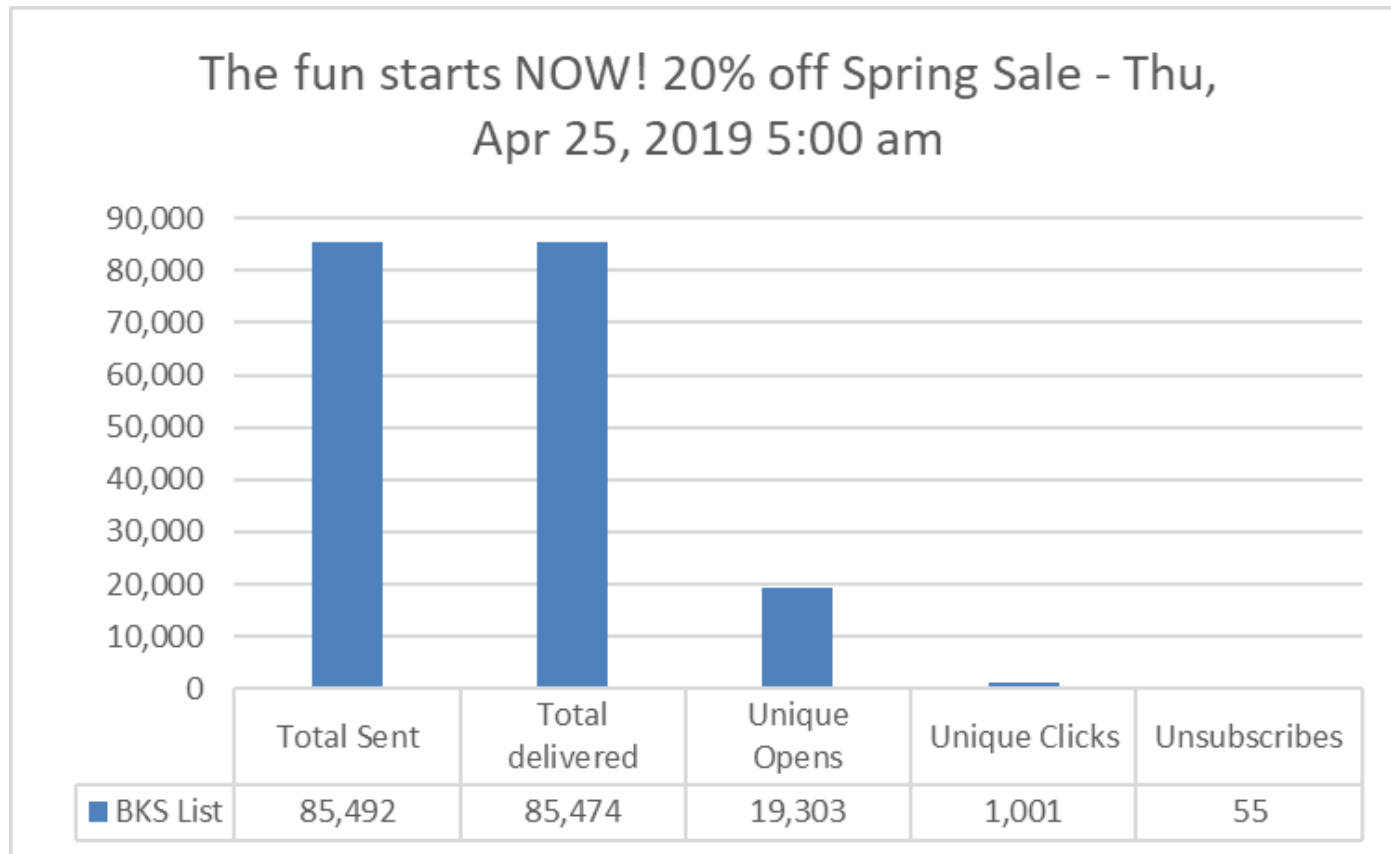


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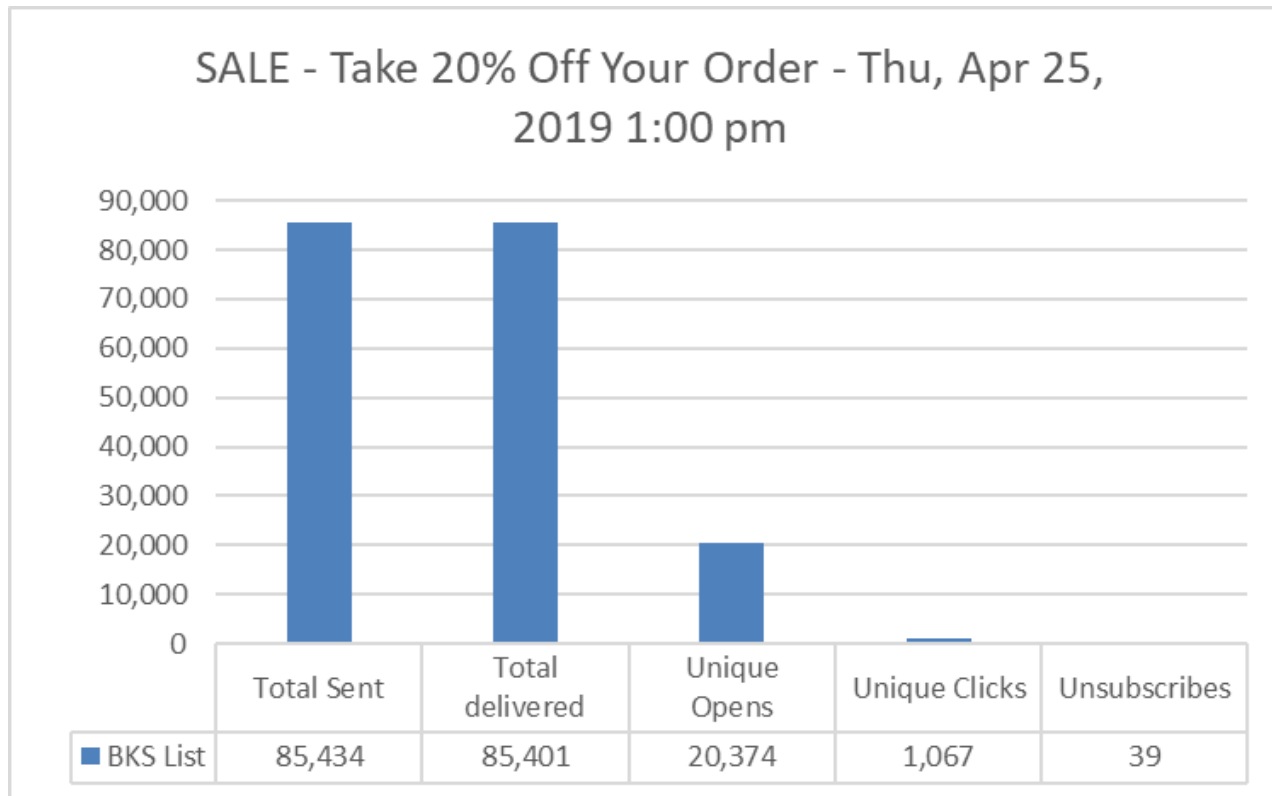


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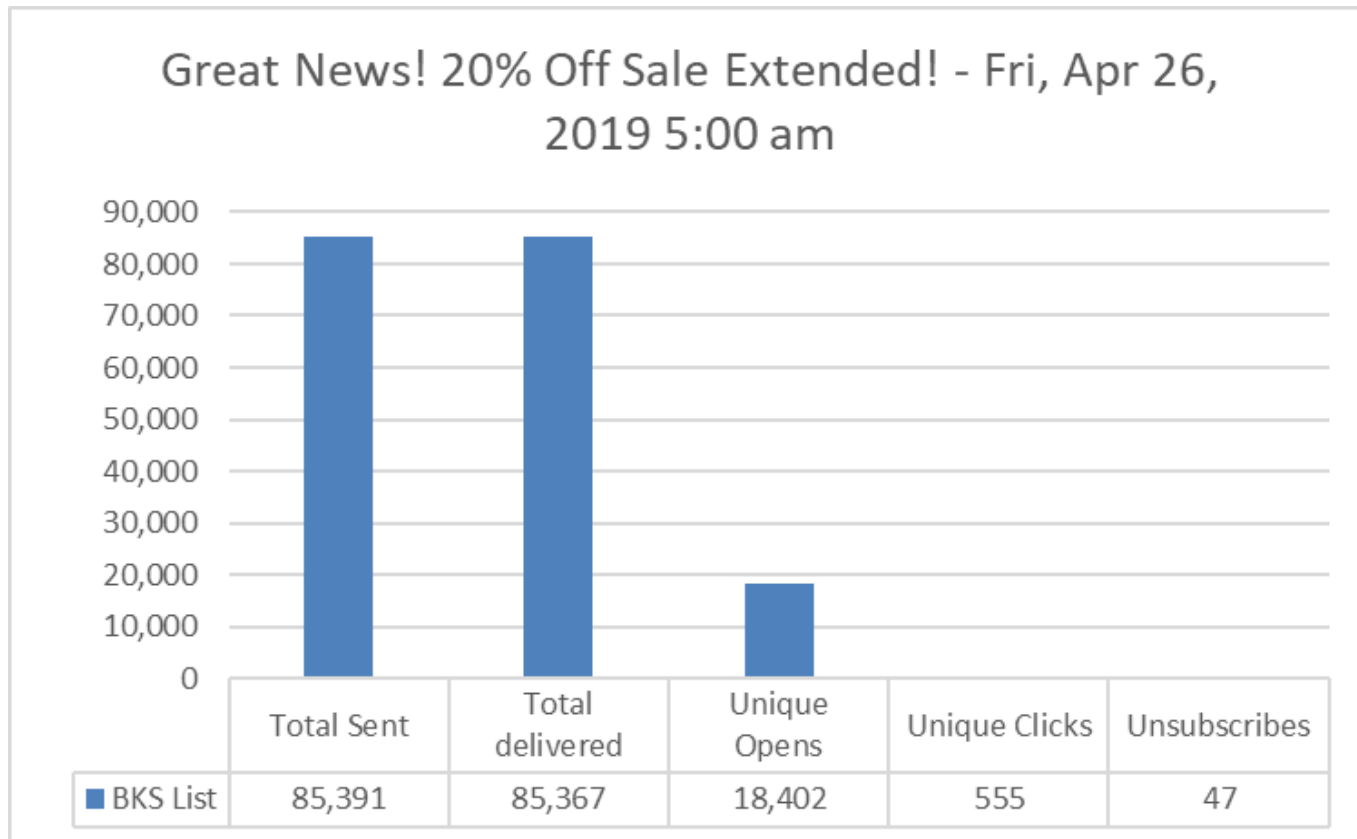


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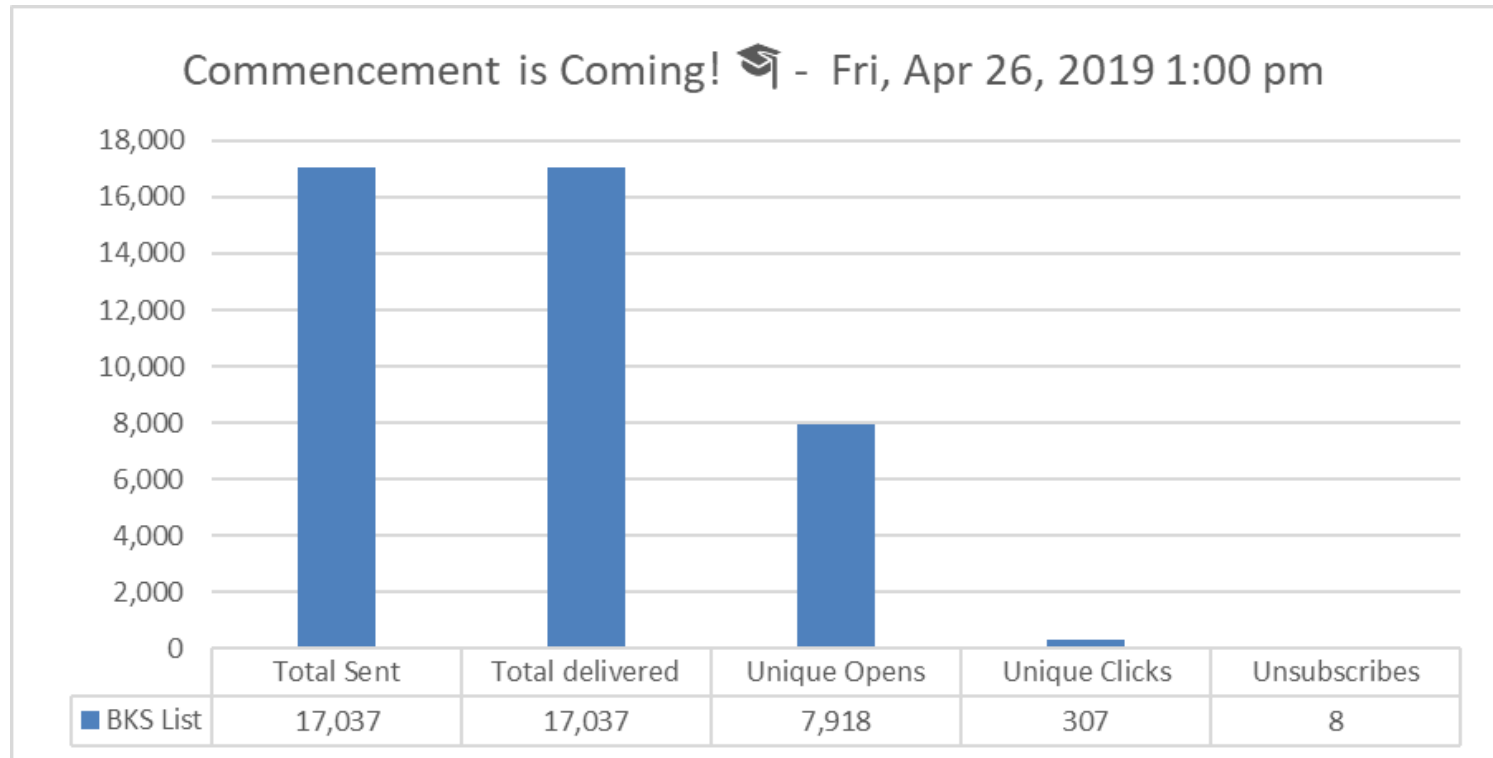


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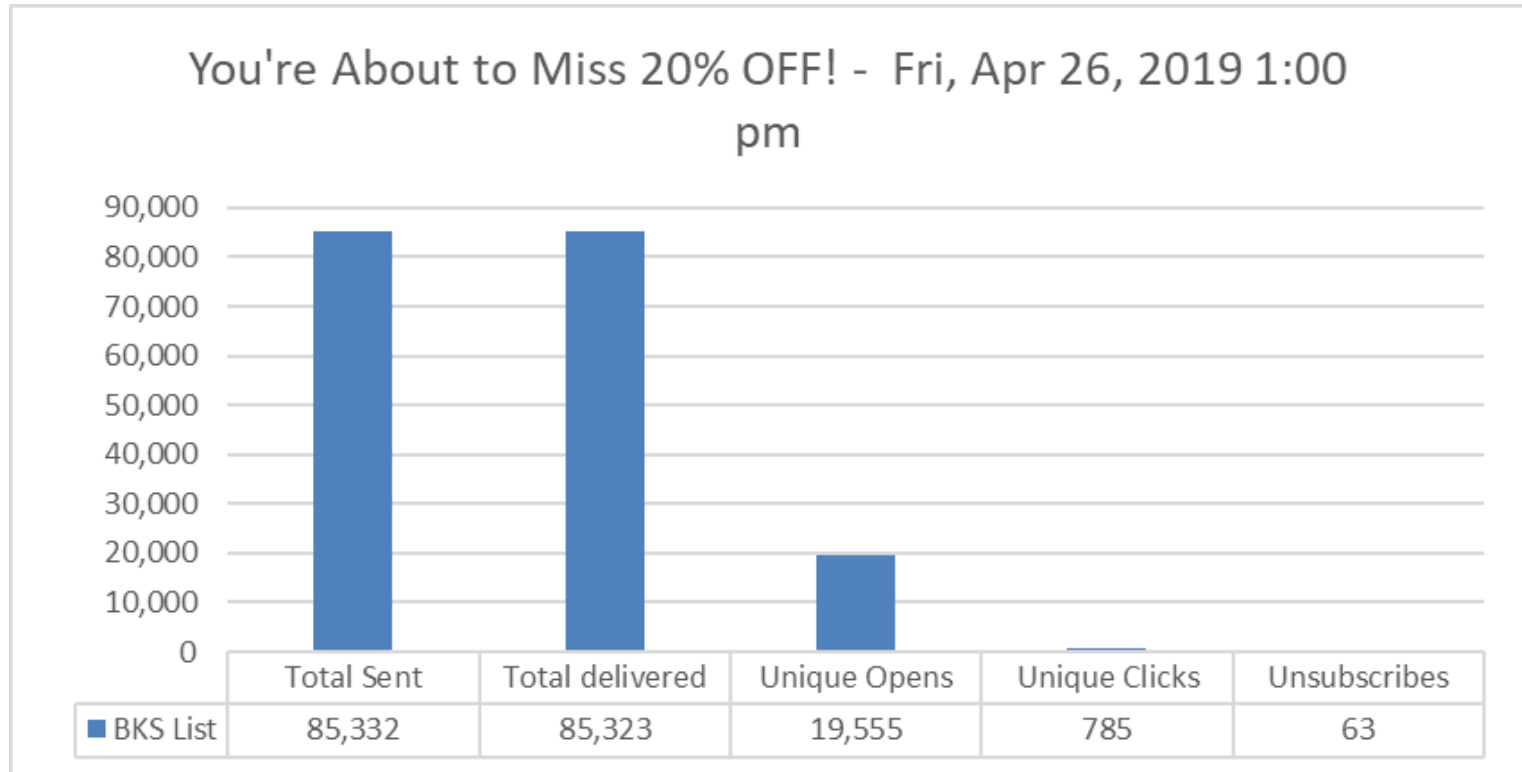


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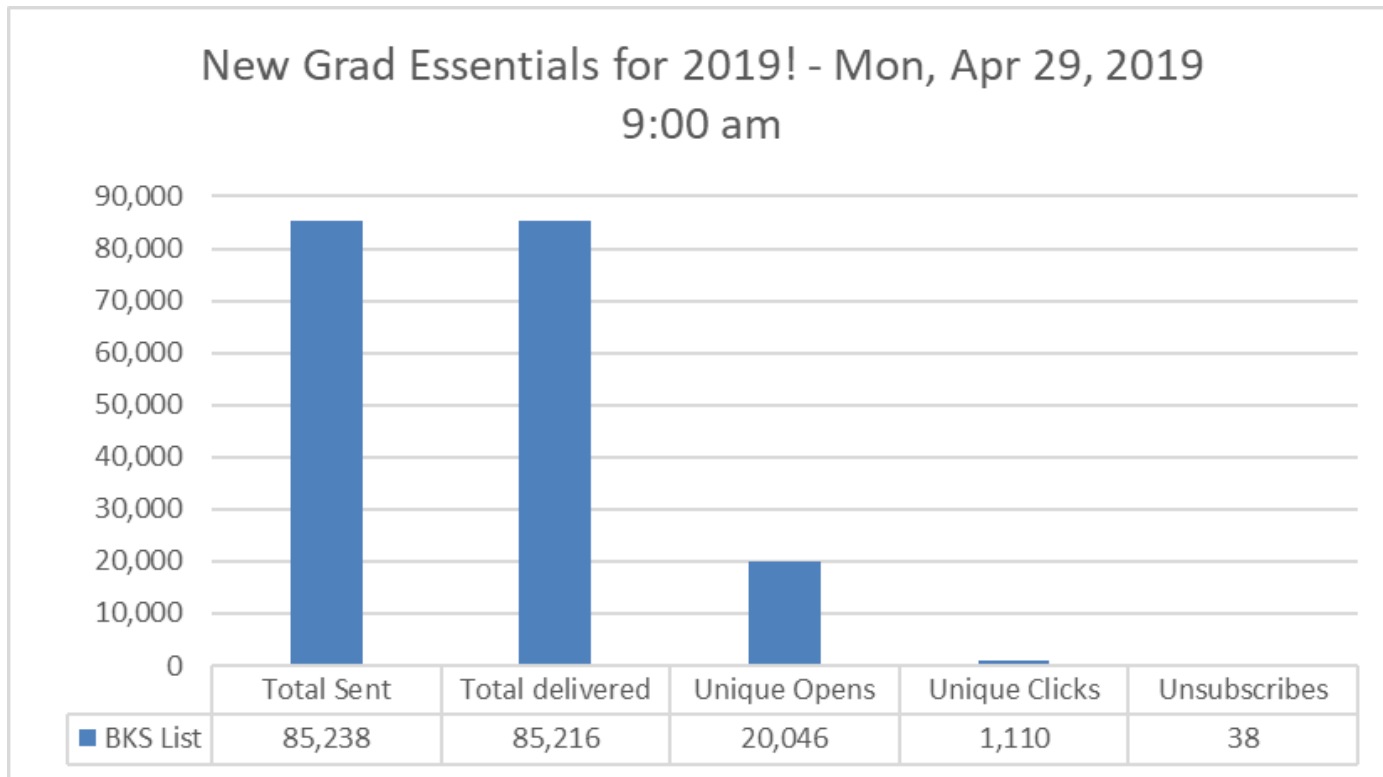


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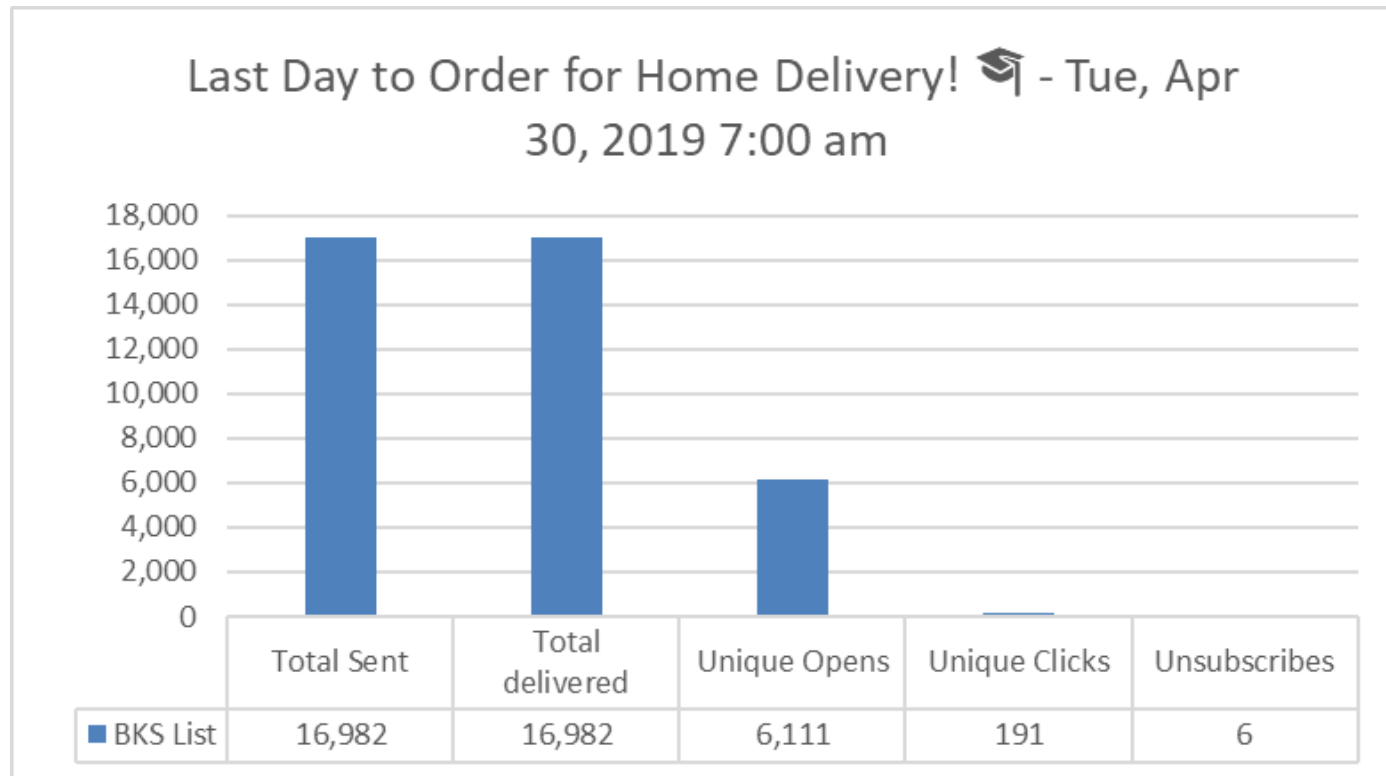


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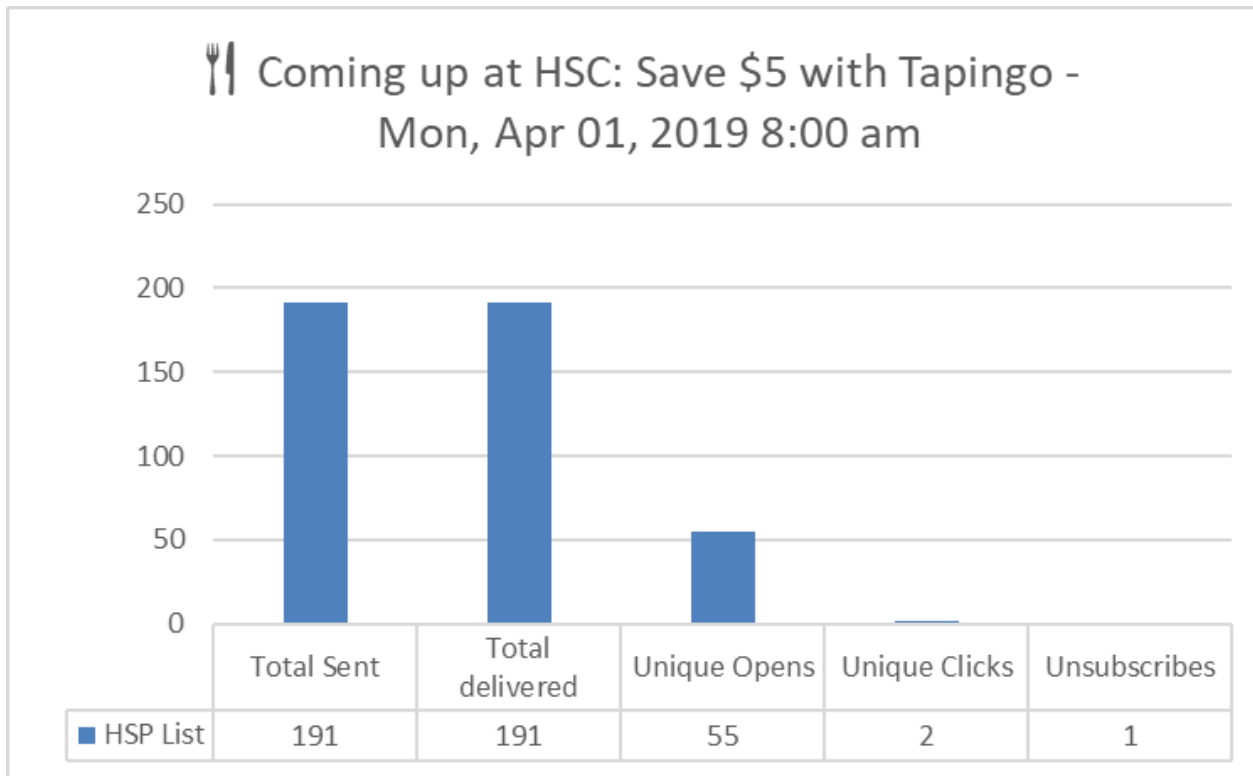


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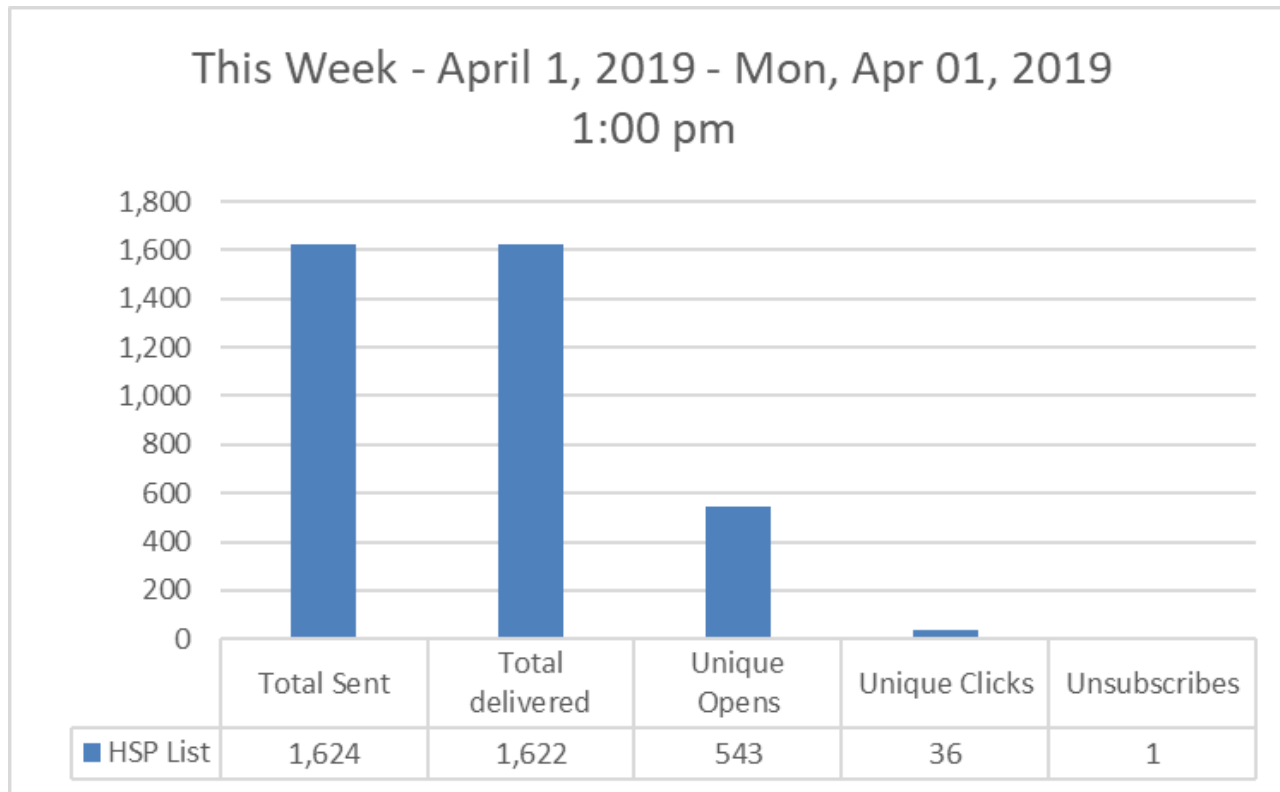


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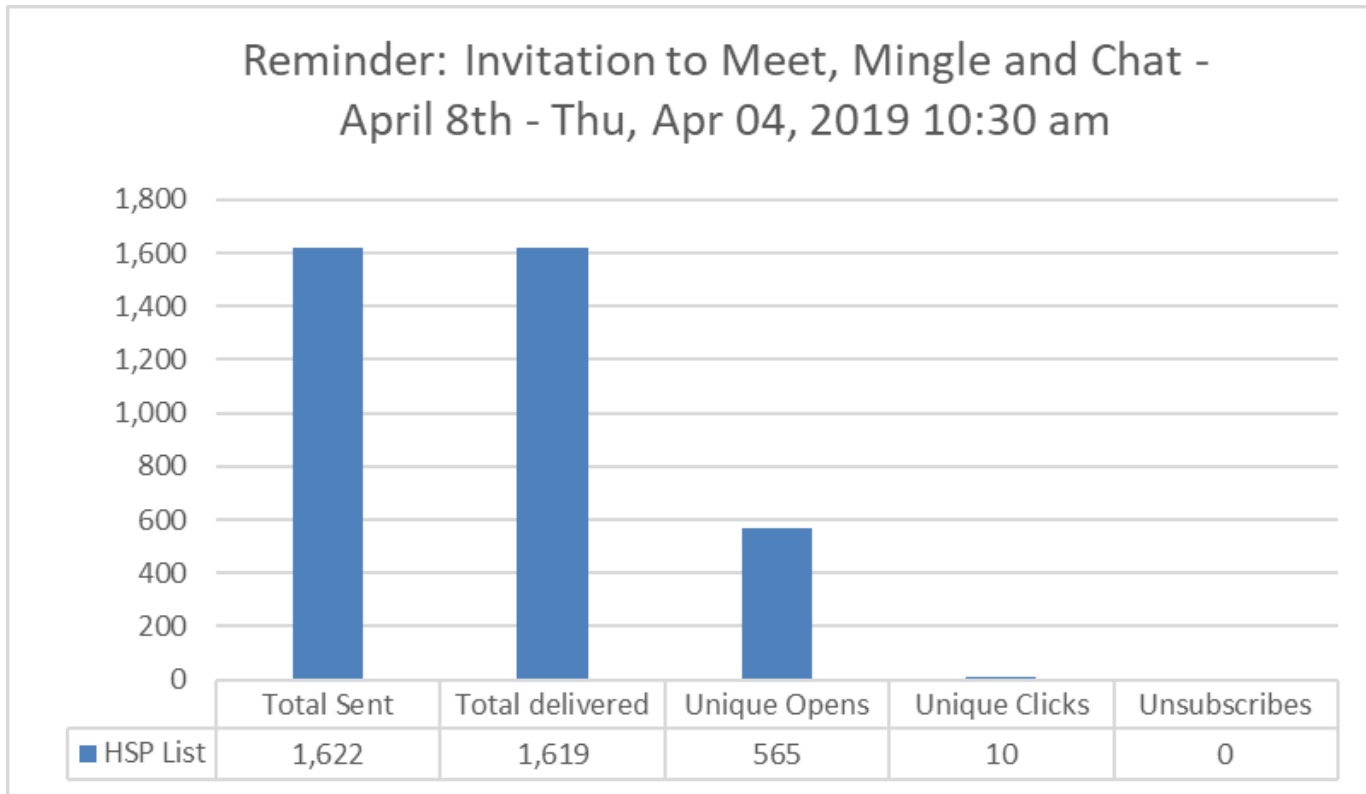


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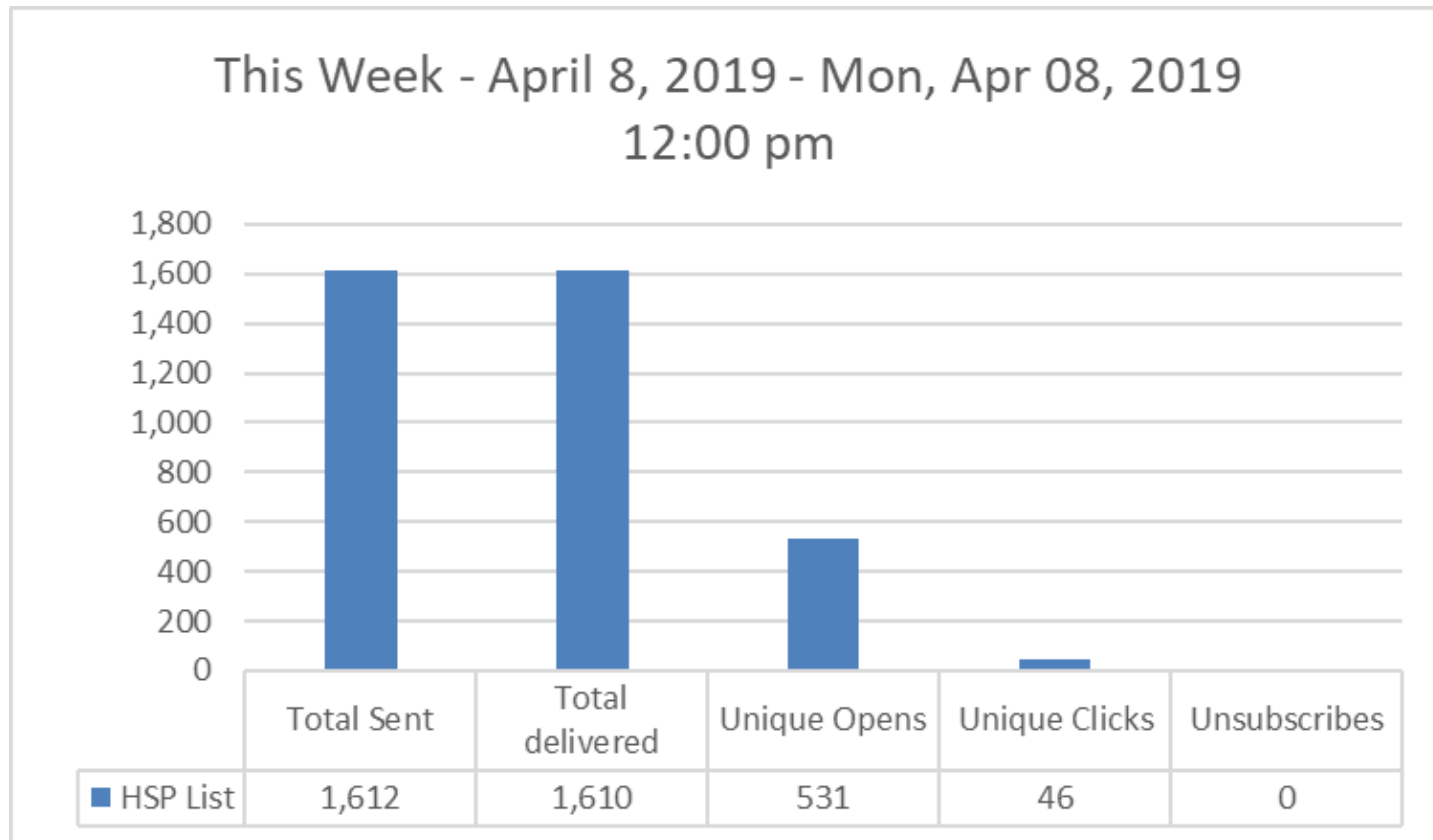


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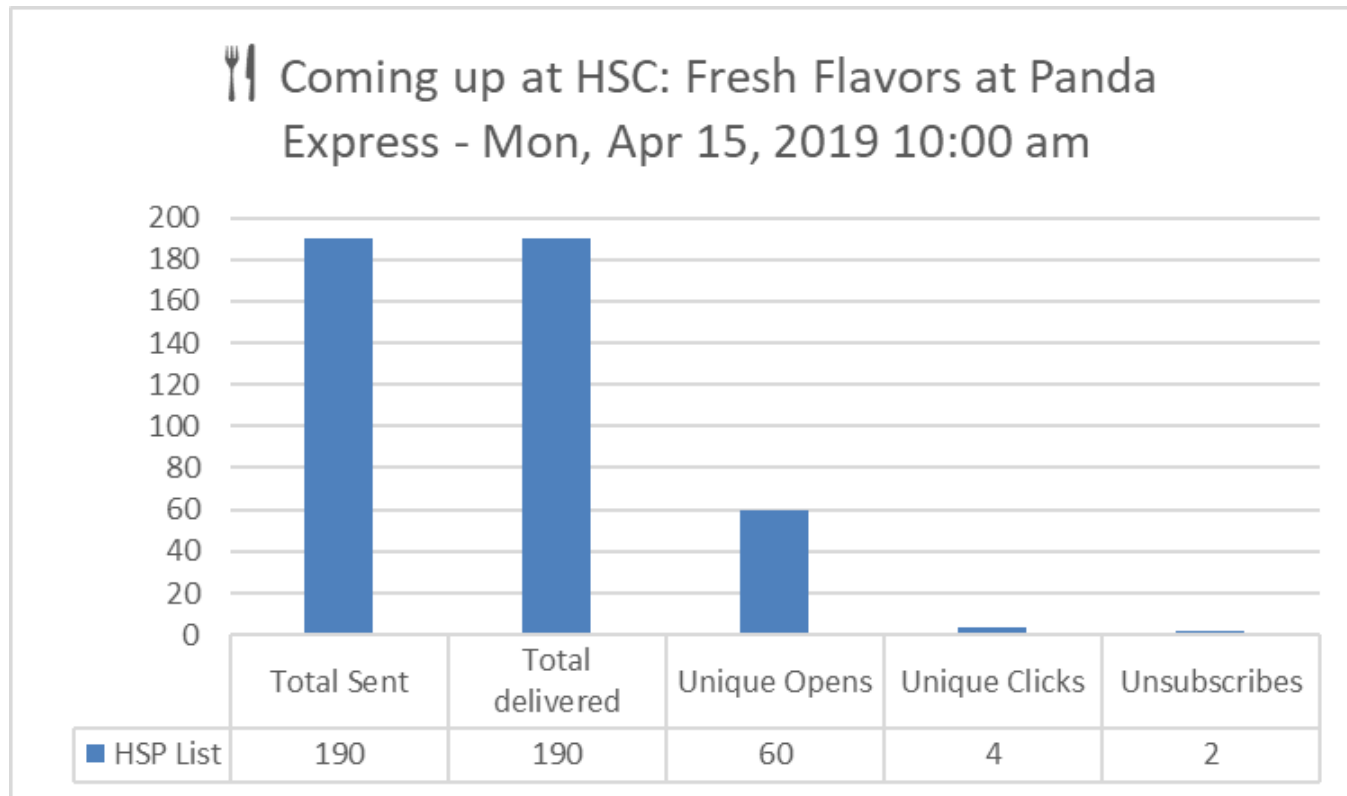


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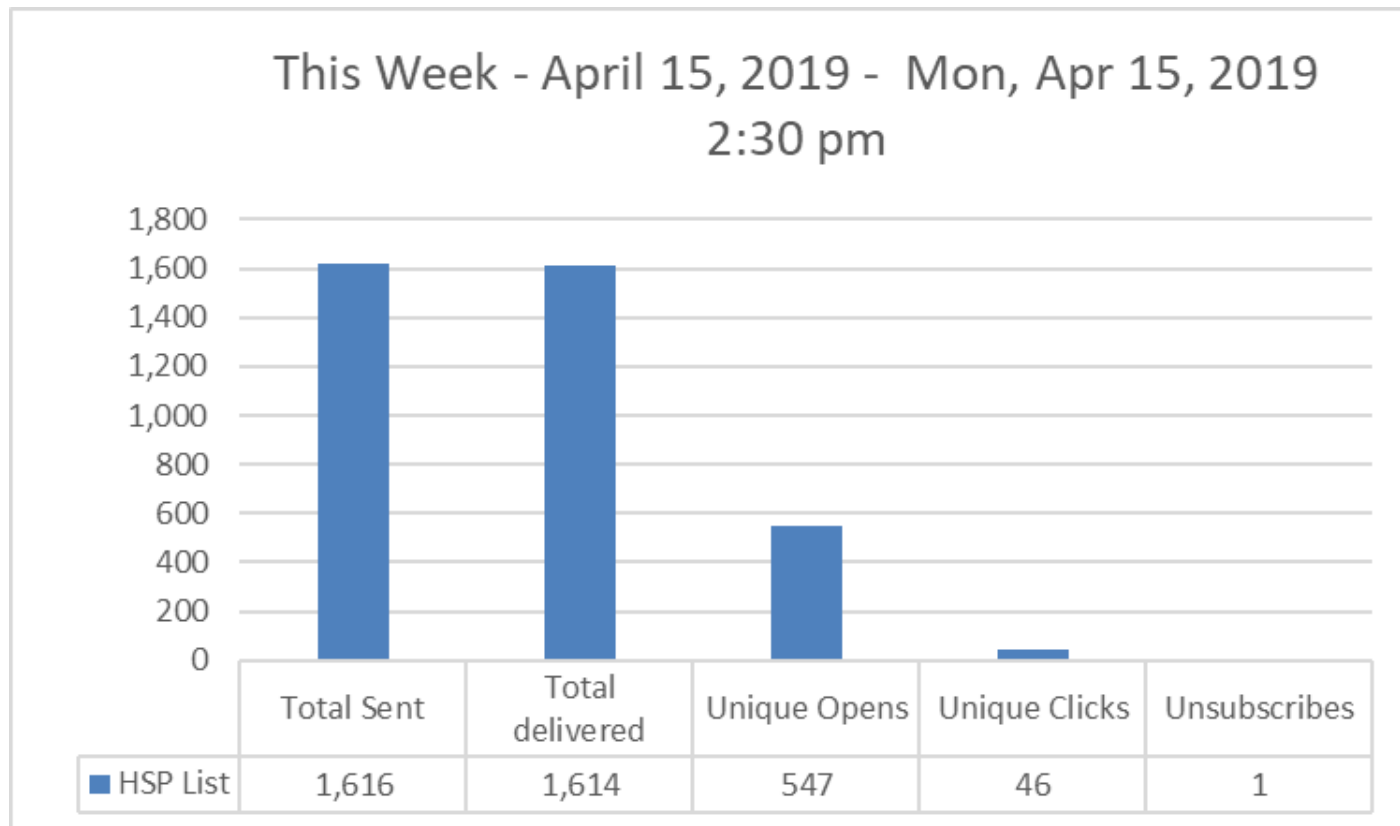


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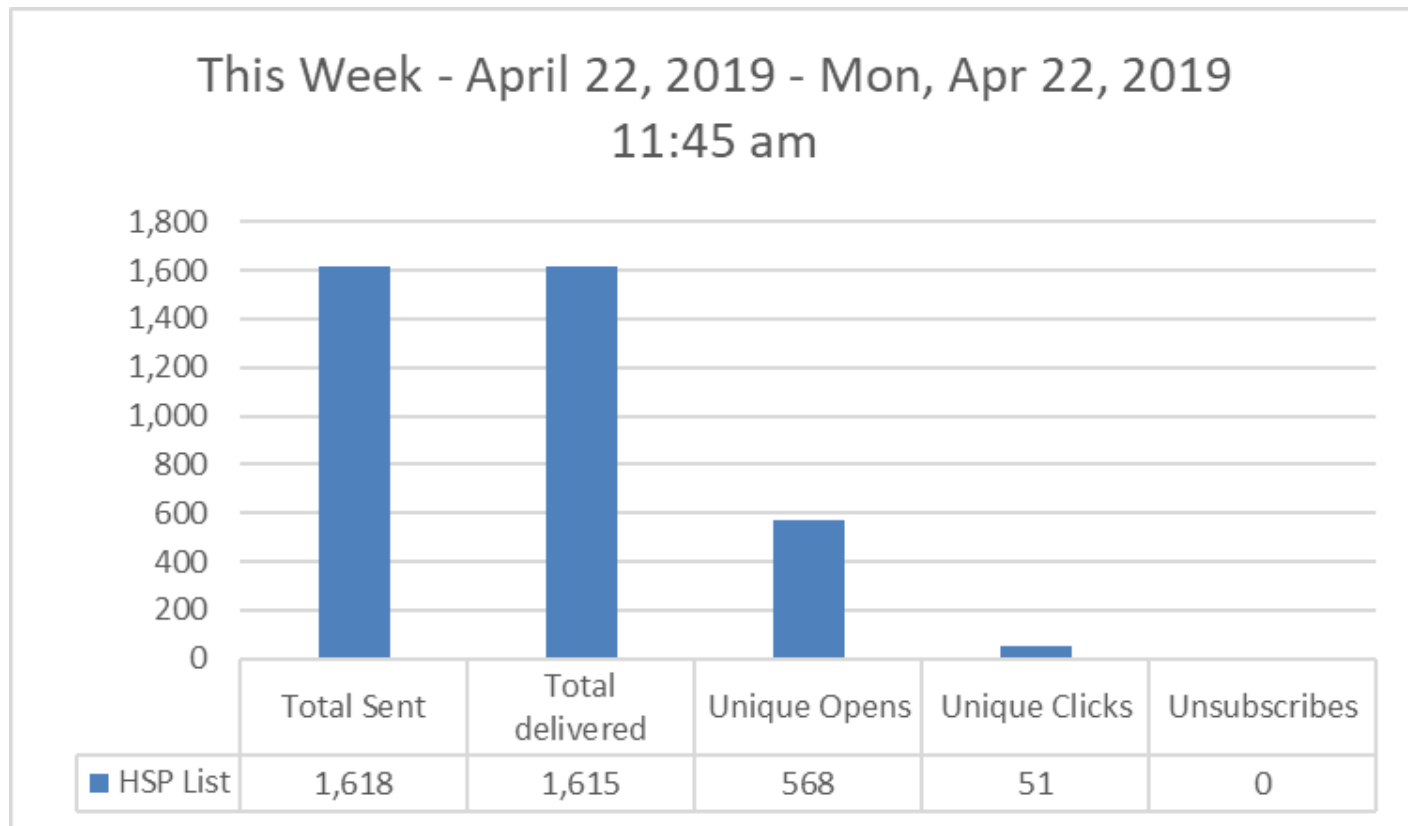


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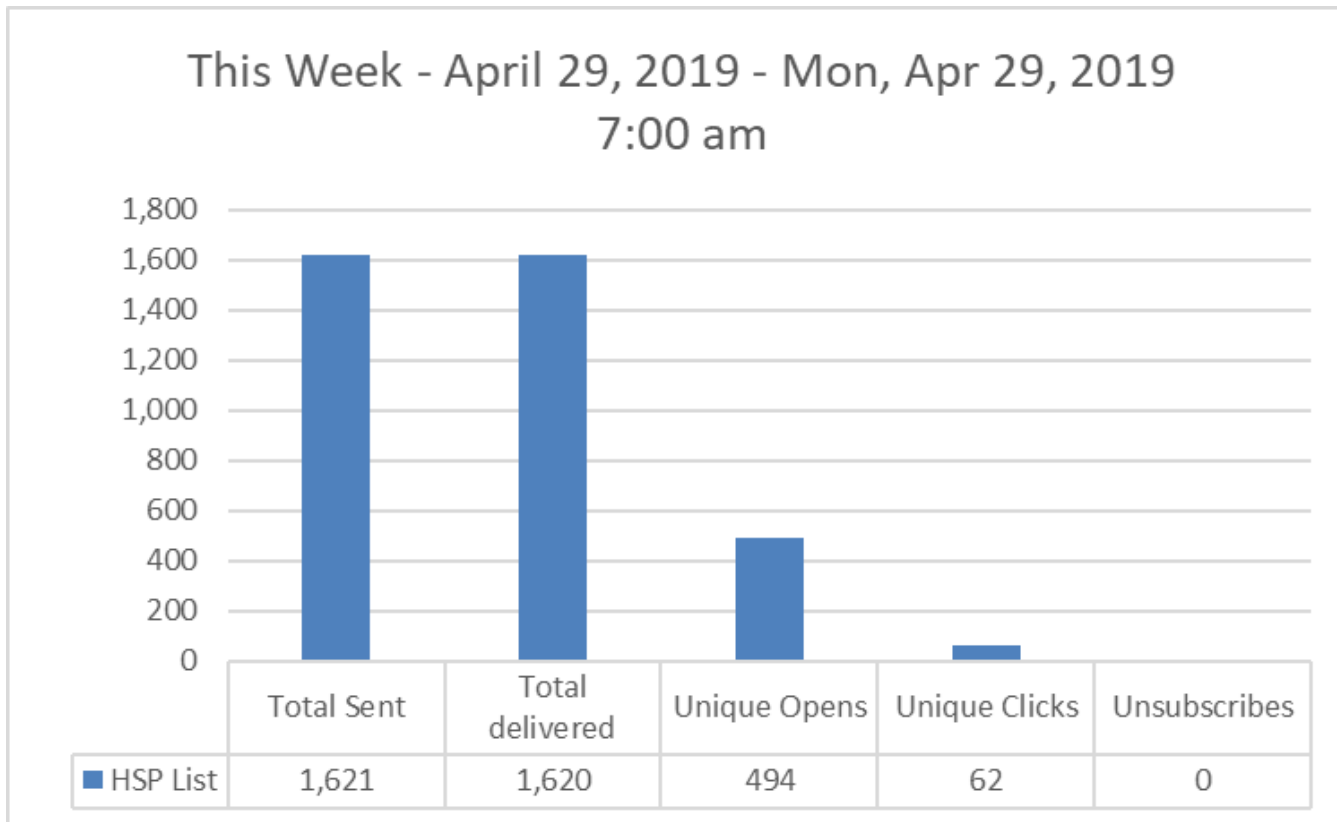


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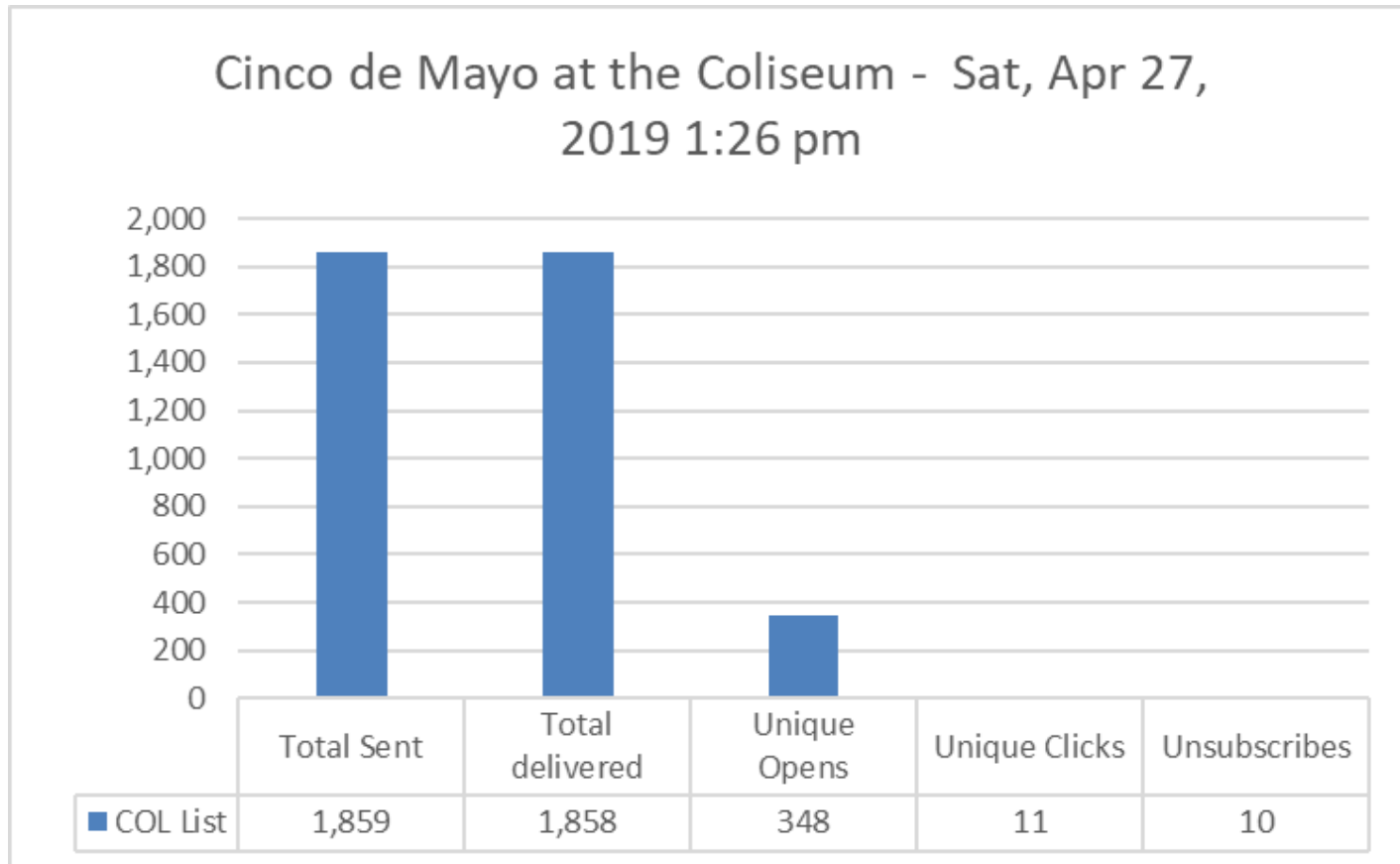


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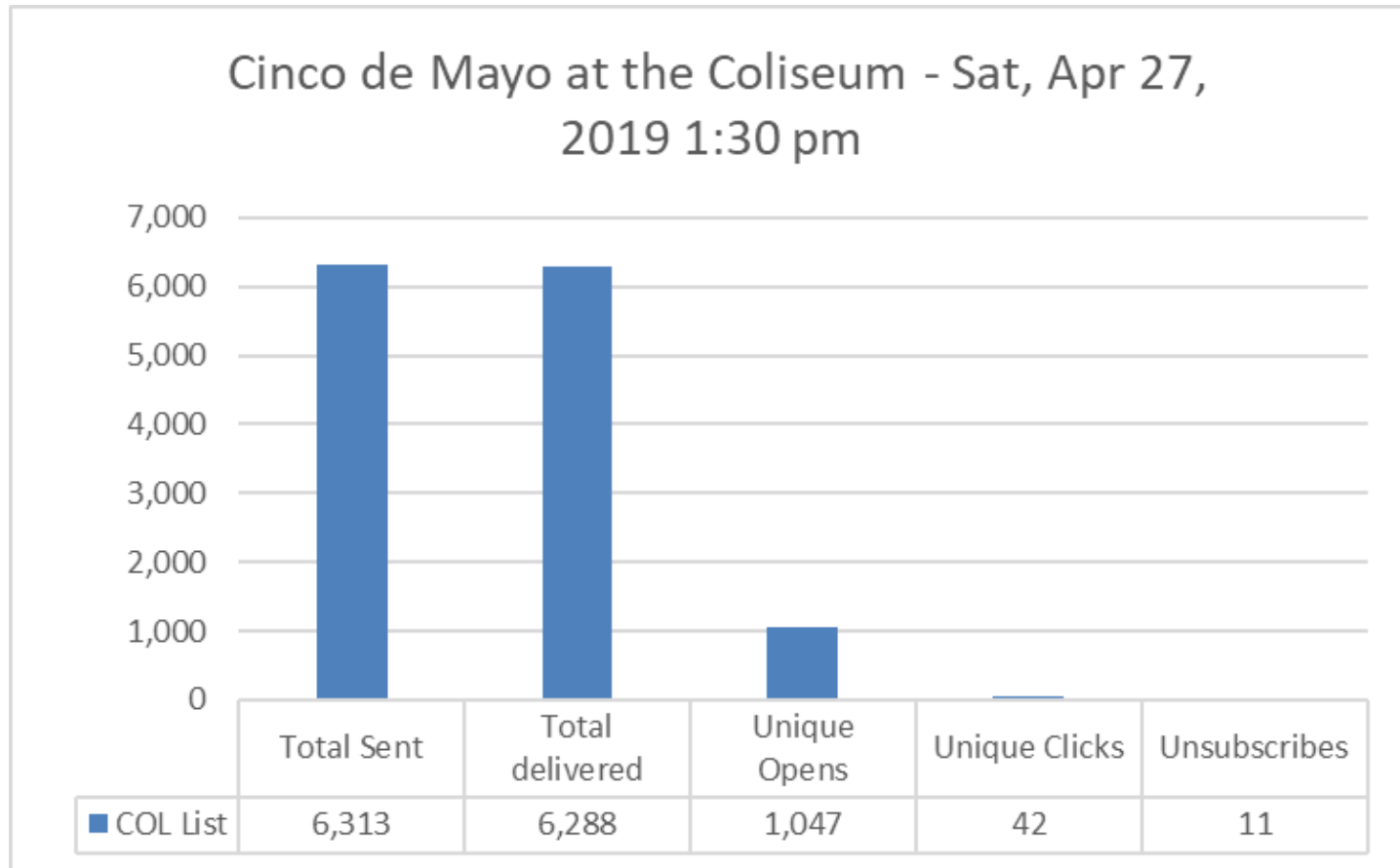


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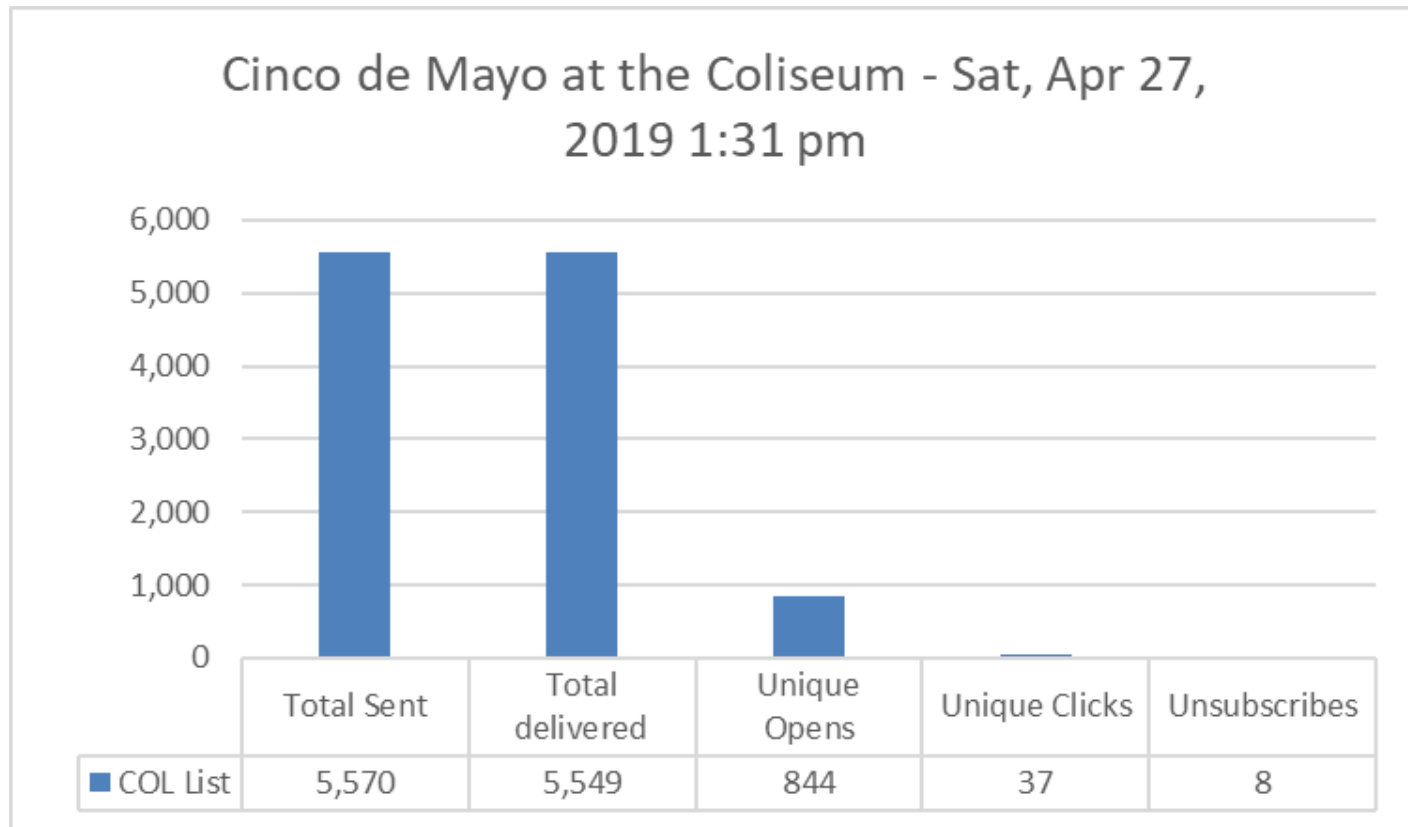


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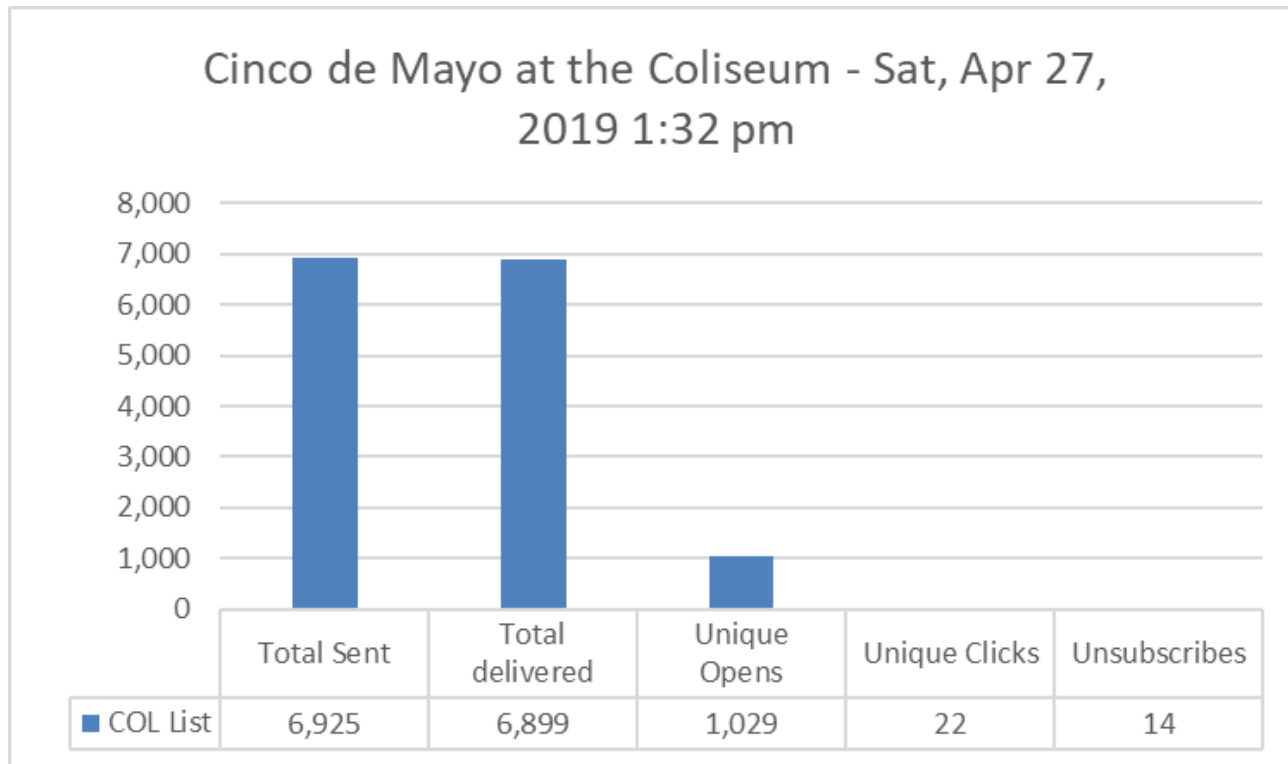


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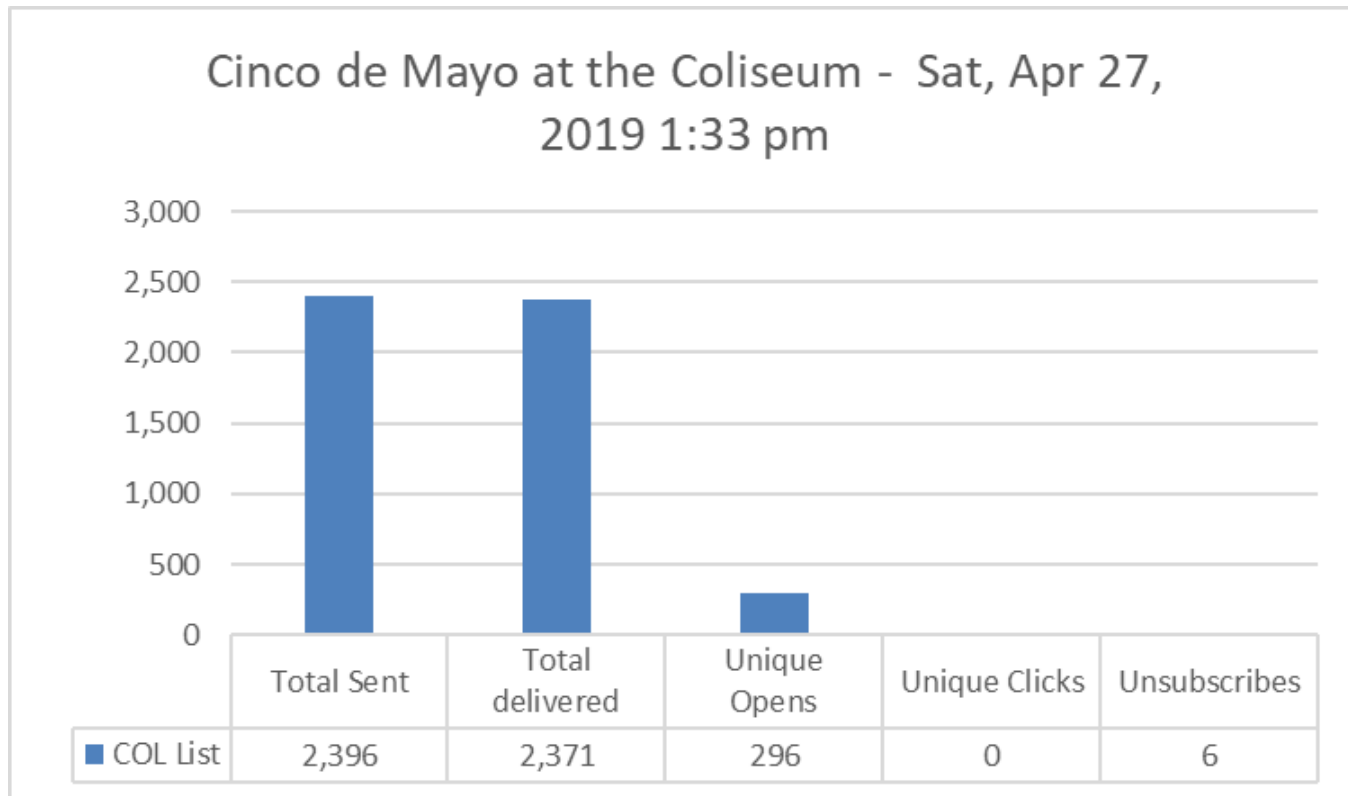


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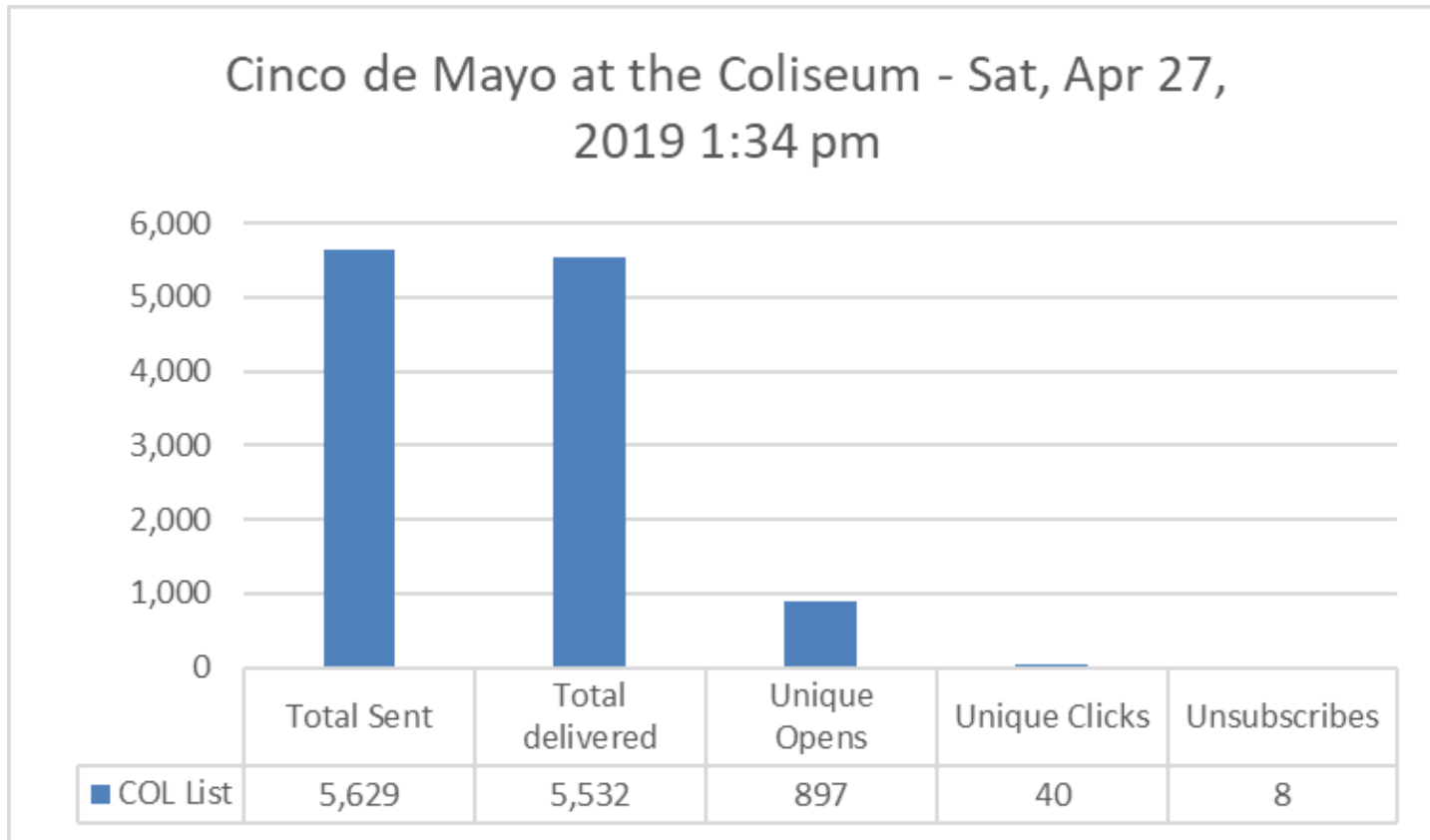


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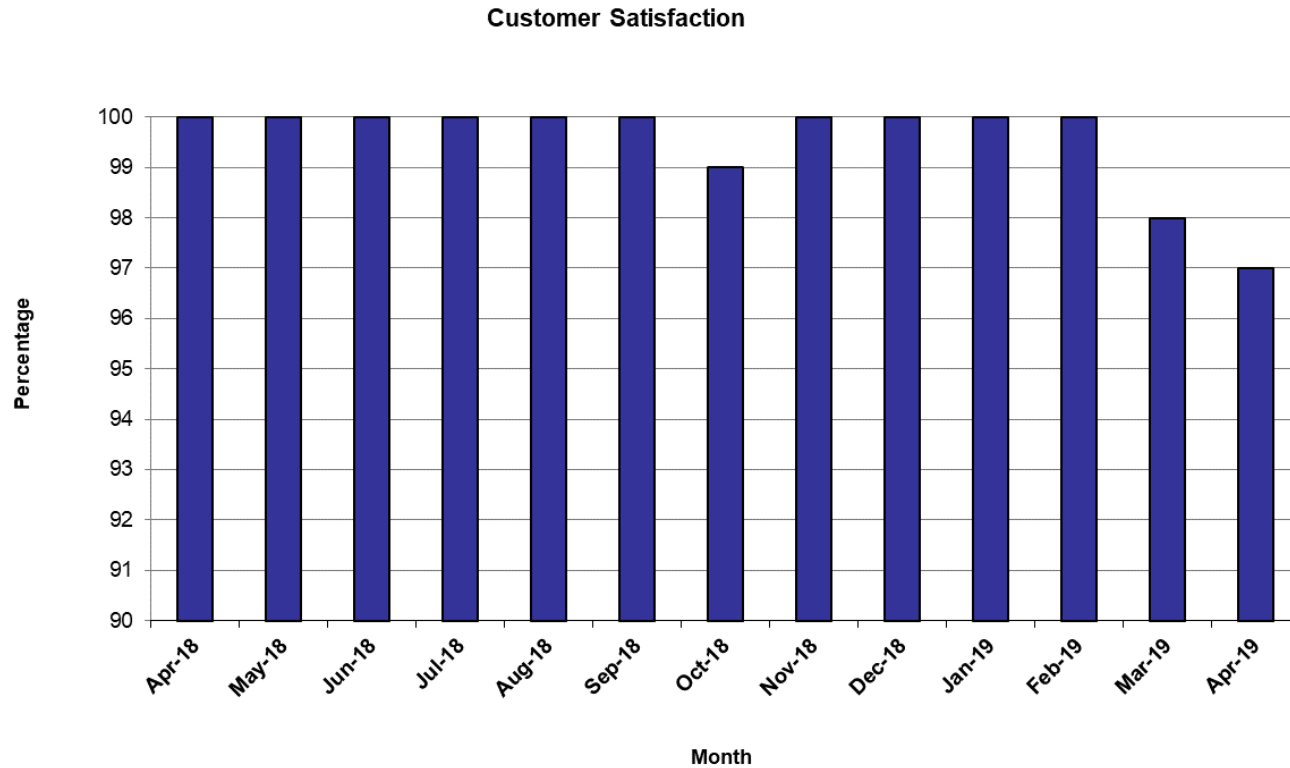


Email Campaign Reports April 2019





Customer Satisfaction Report April 2019





Thank You !!