



AS IT MONTHLY REPORTS

For August 2019

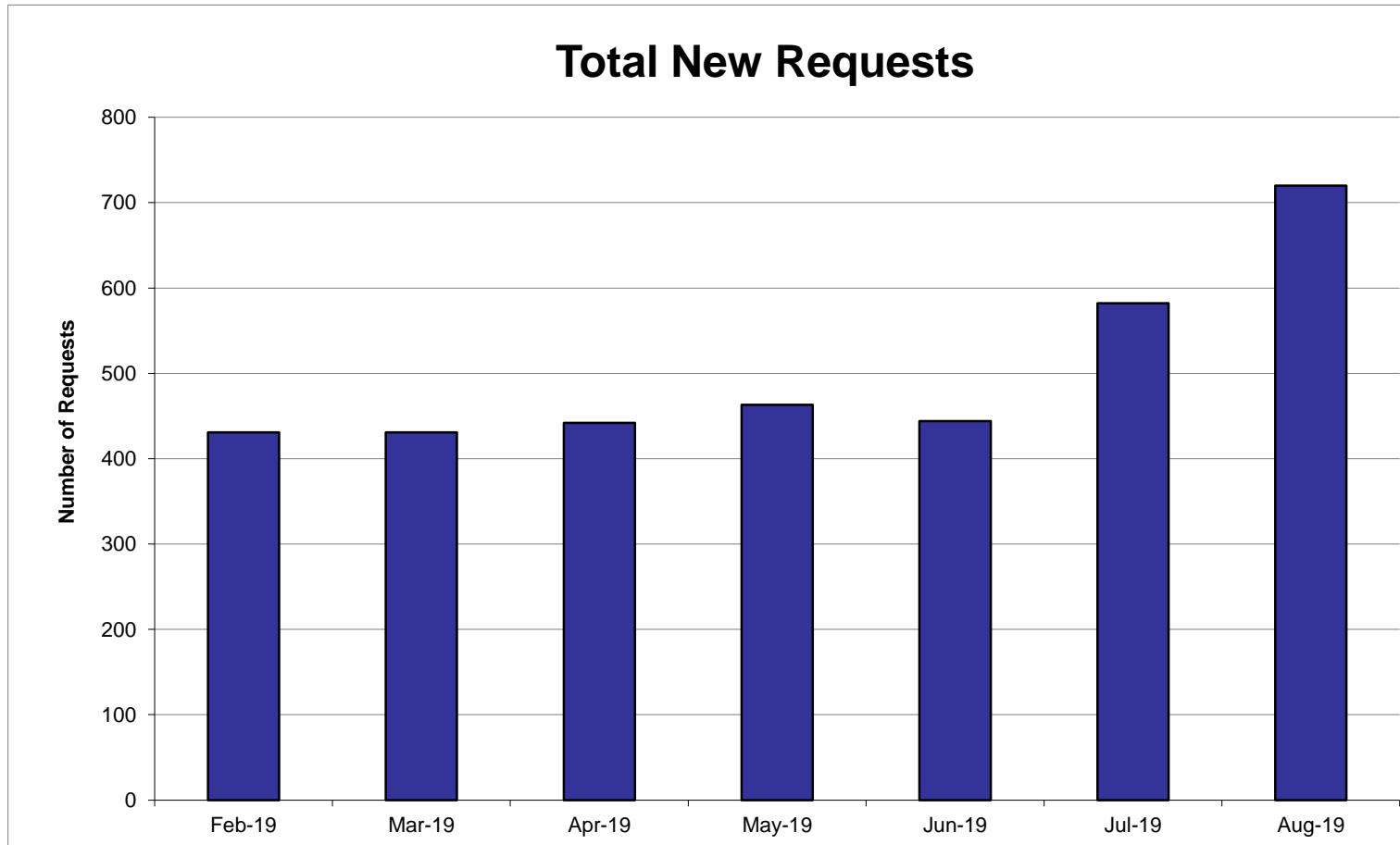


Agenda

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



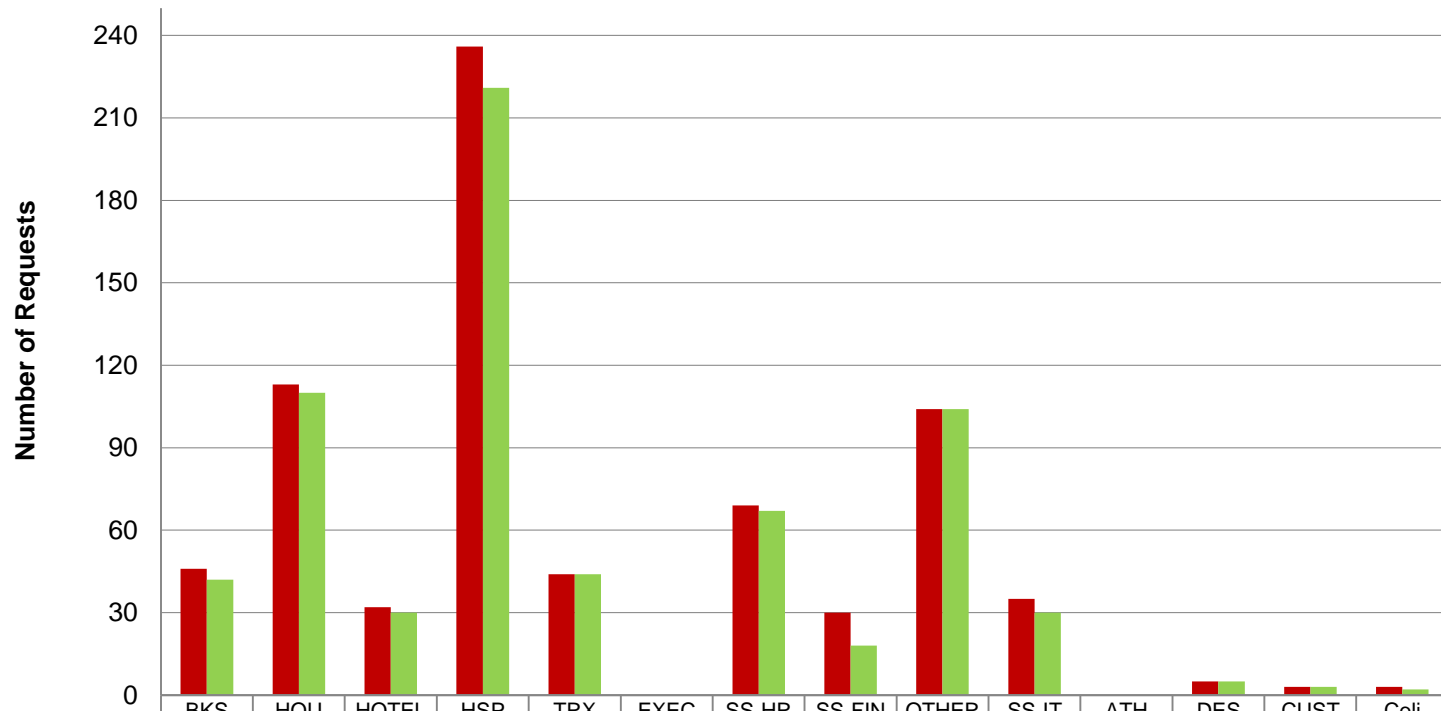
Service Desk Reports August 2019





Service Desk Reports August 2019

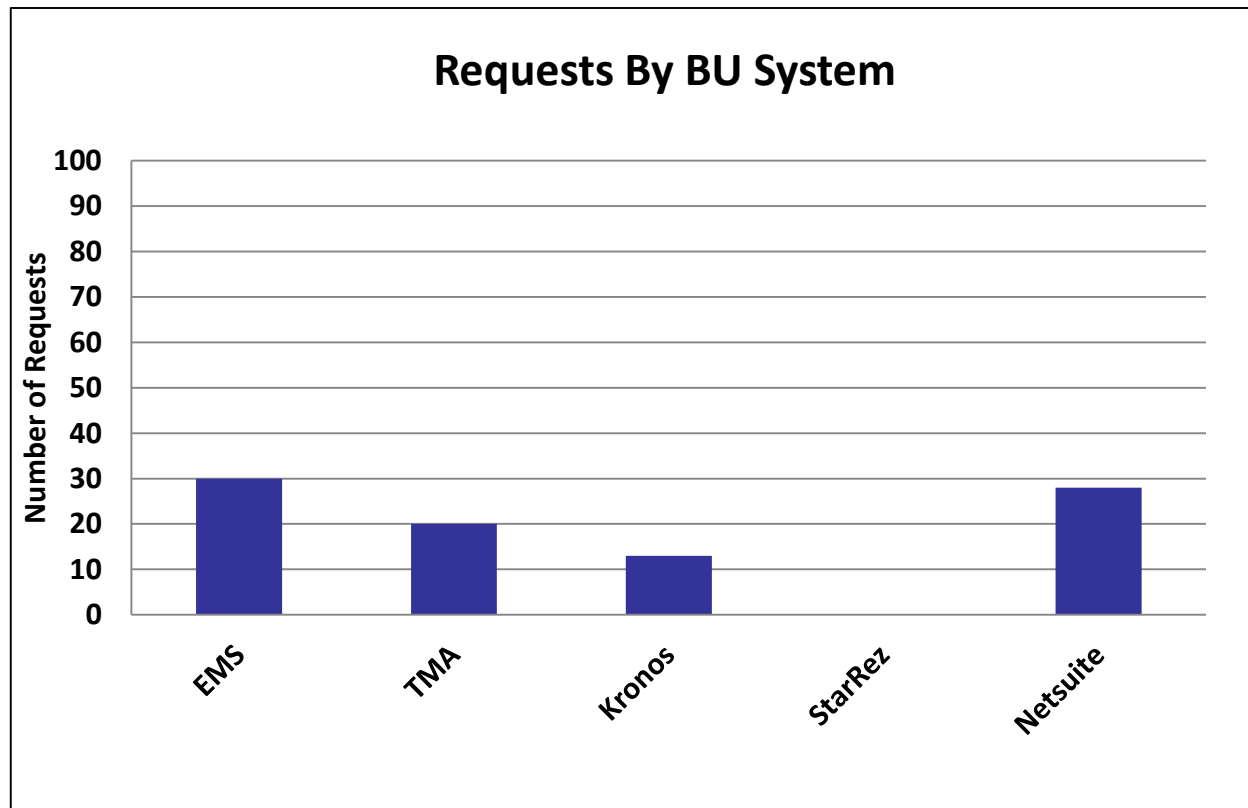
Total New Vs Closed Requests



■ Total Requests	46	113	32	236	44	0	69	30	104	35	0	5	3	3
■ Closed Requests	42	110	30	221	44	0	67	18	104	30	0	5	3	2

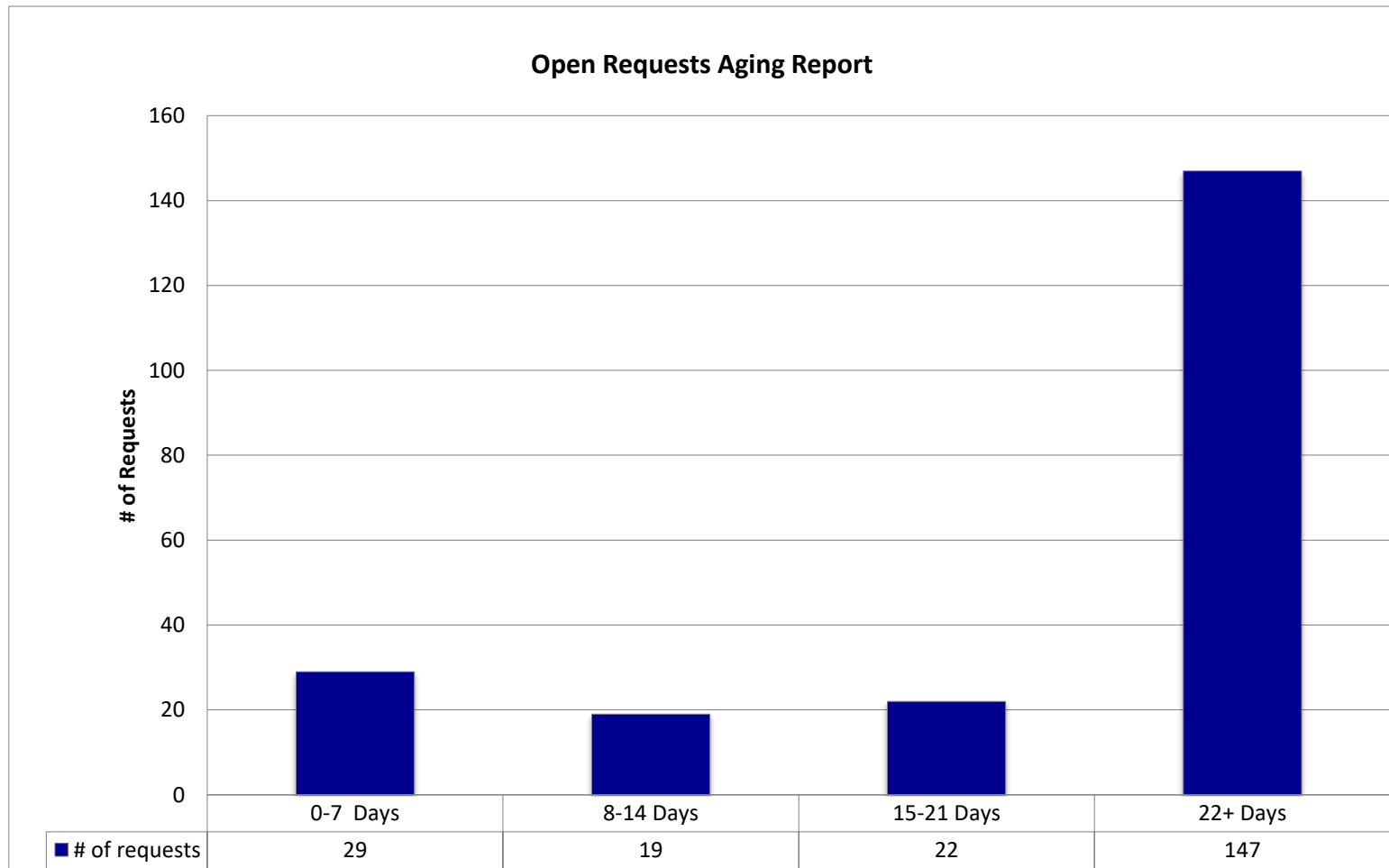


Service Desk Reports August 2019



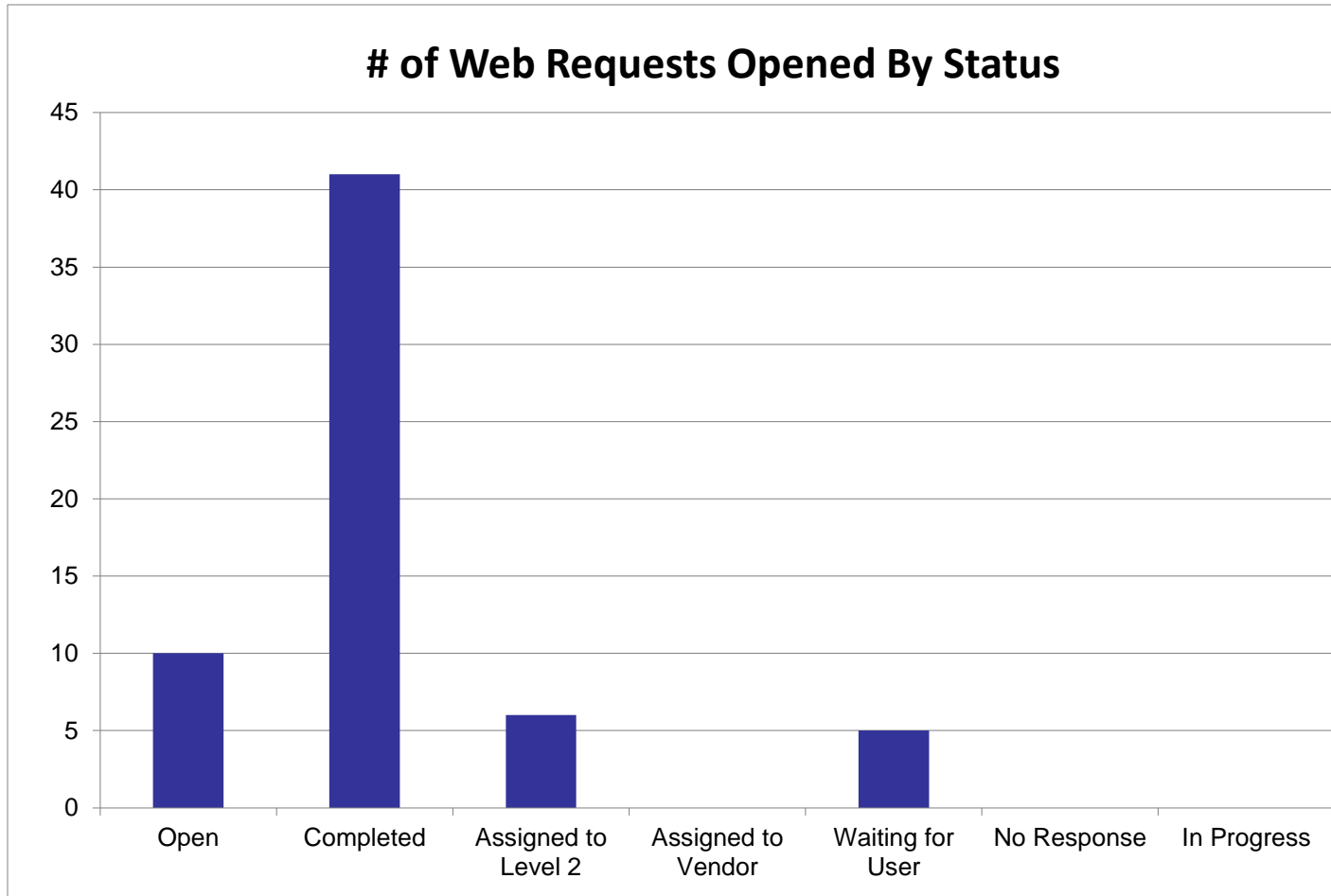


Service Desk Reports August 2019



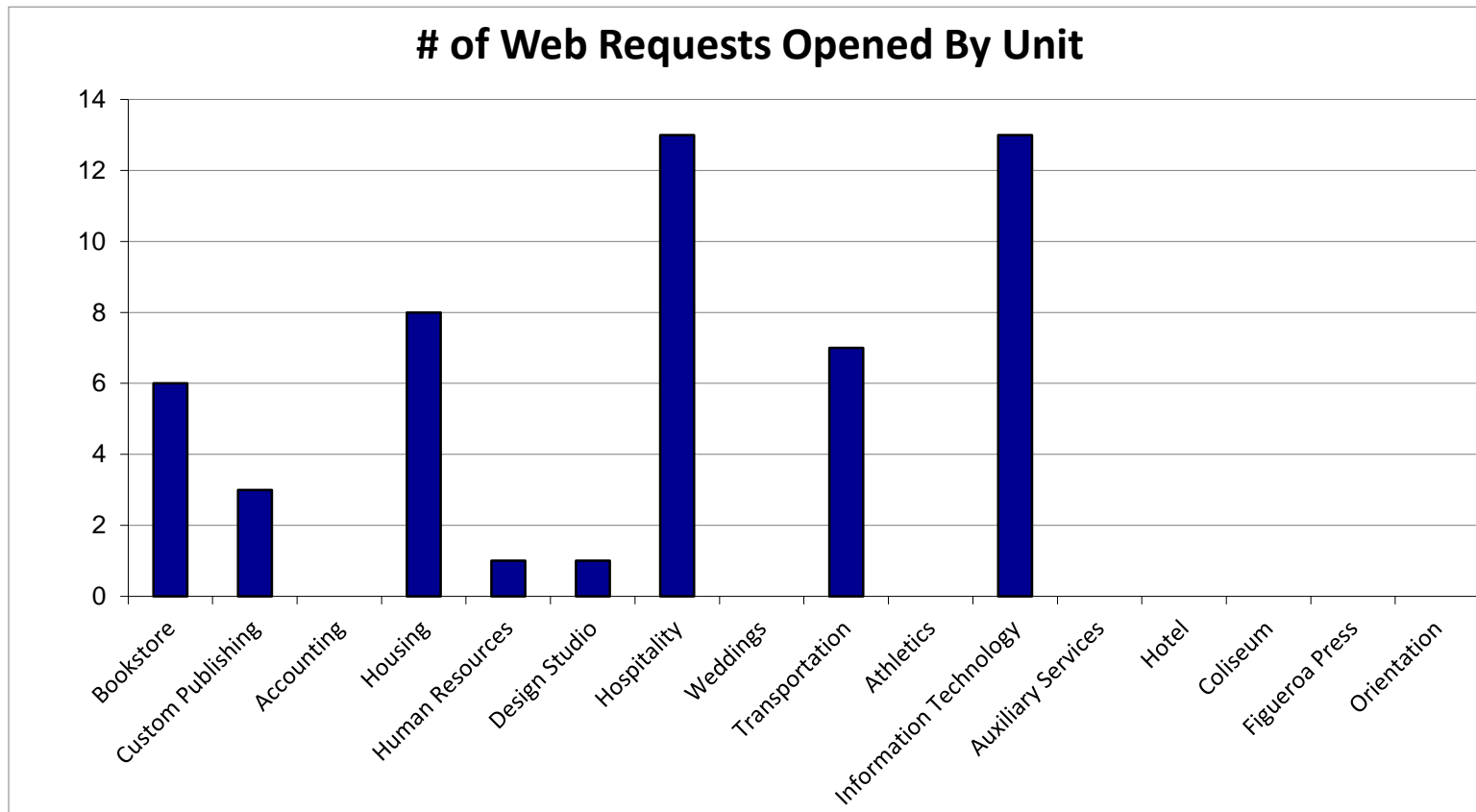


Service Desk Reports August 2019



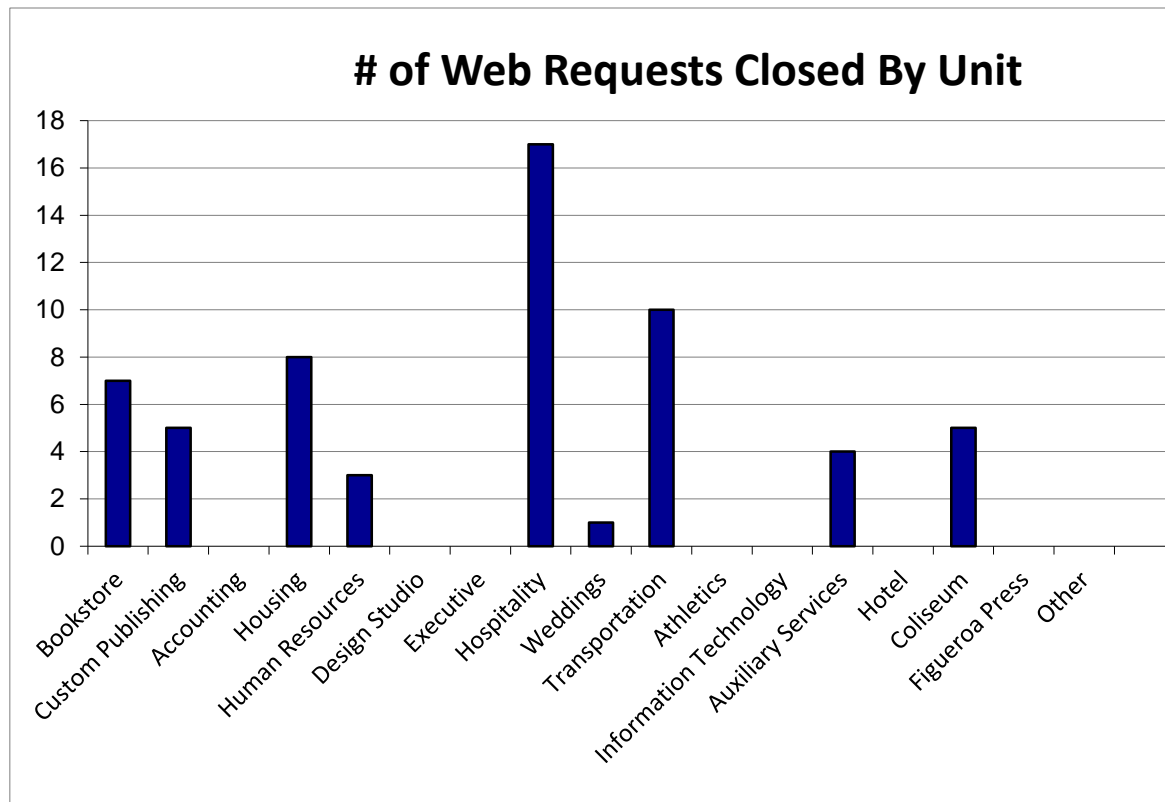


Service Desk Reports August 2019



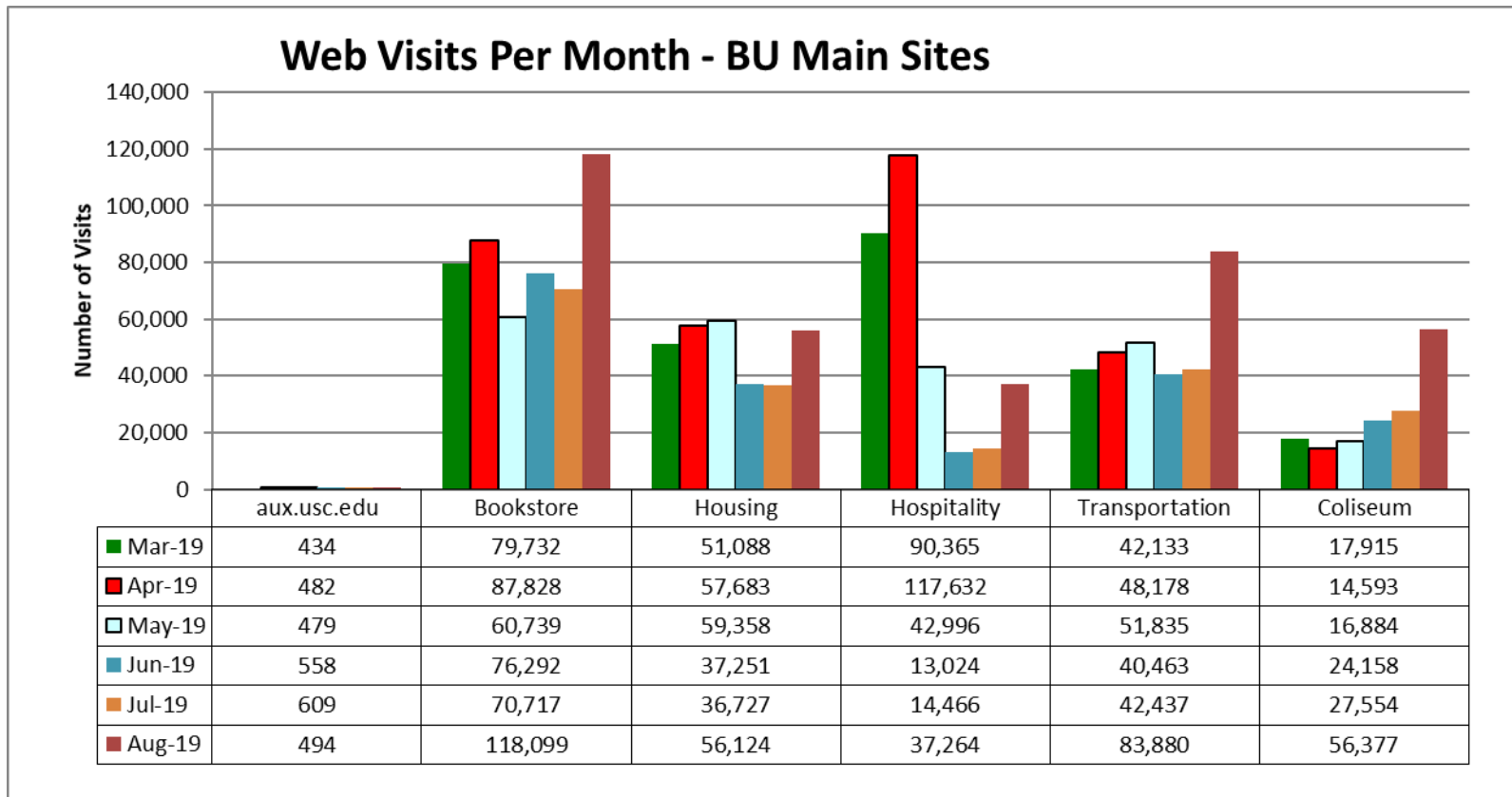


Service Desk Reports August 2019



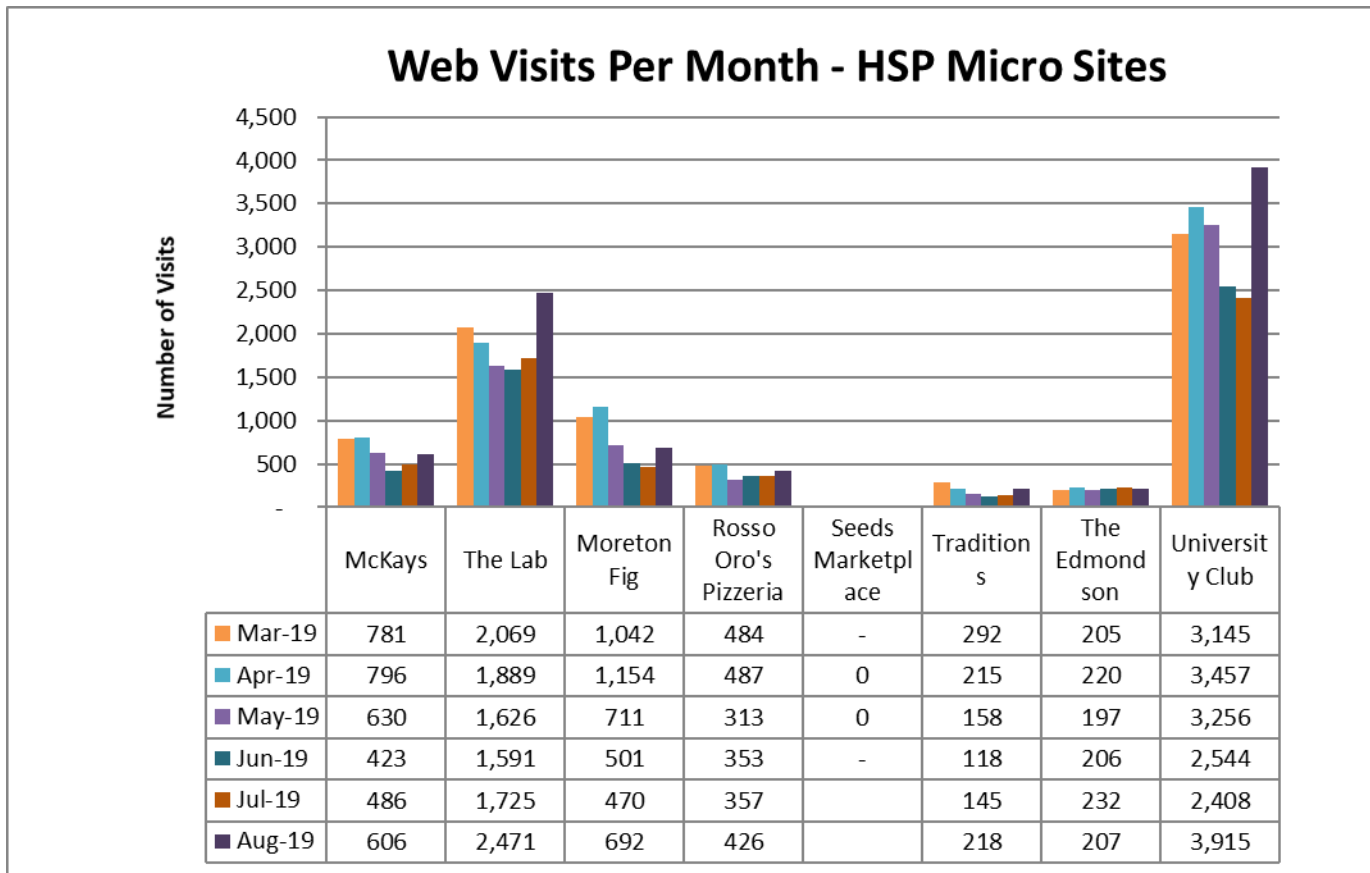


Website Reports August 2019





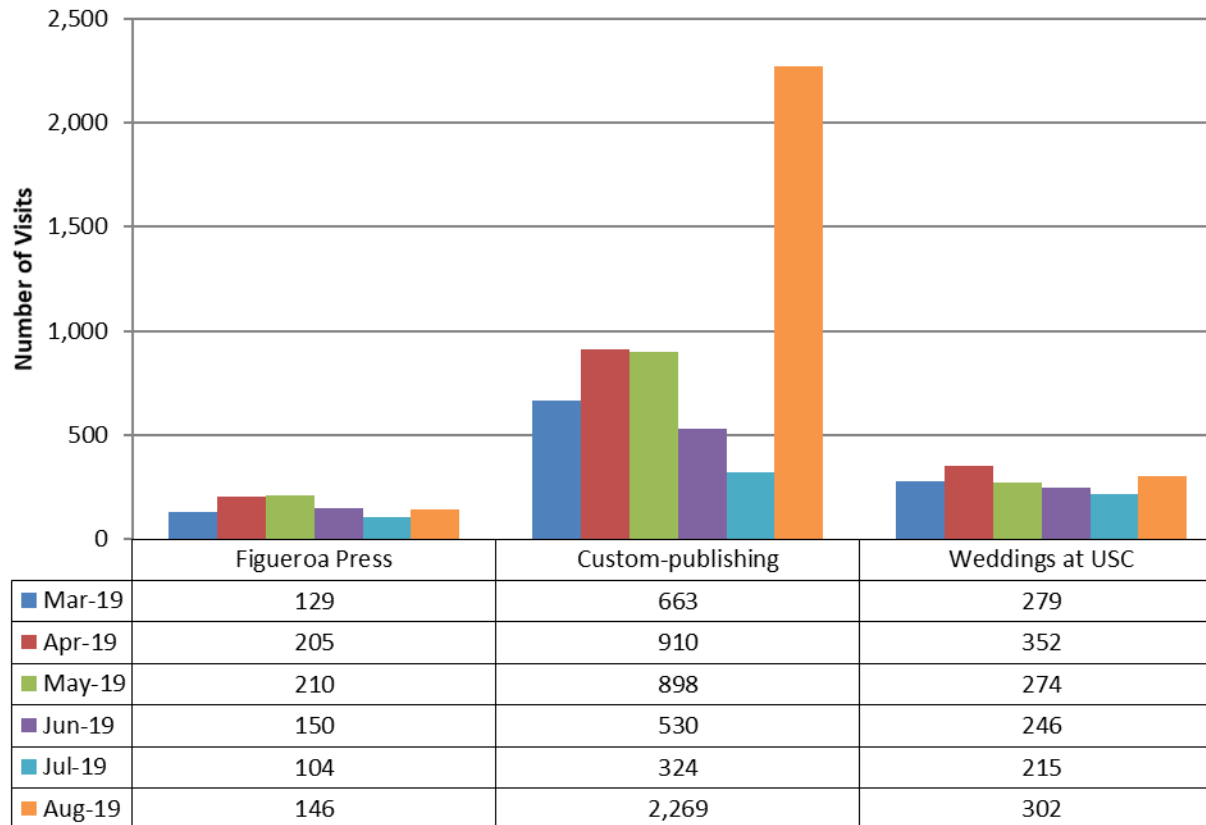
Website Reports August 2019





Website Reports August 2019

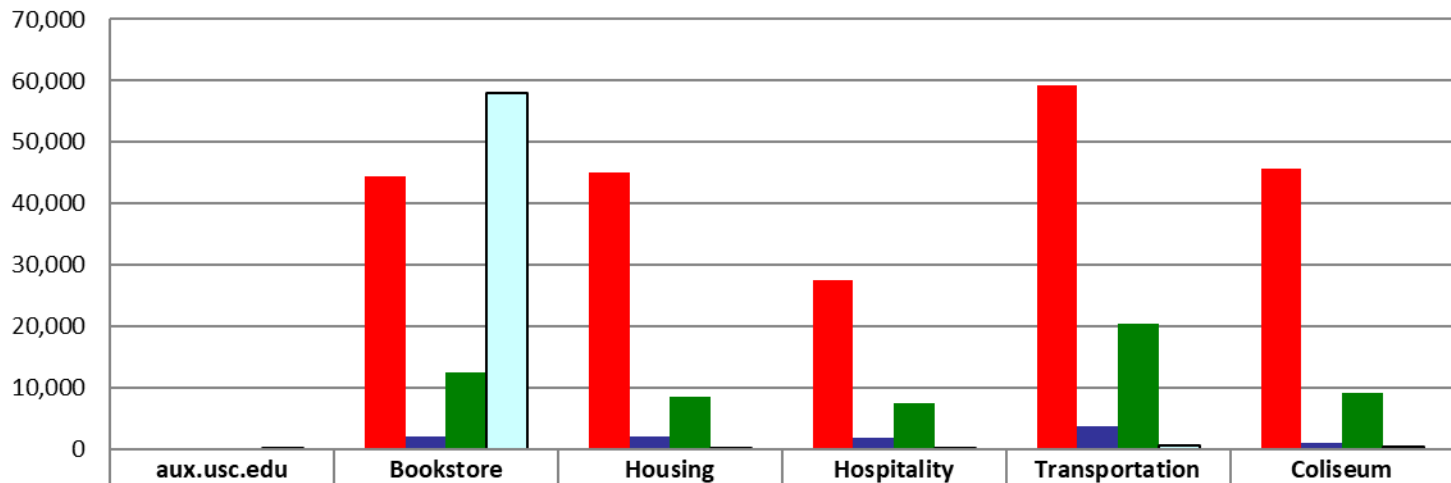
Web Visits Per Month - Other Sites





Website Reports August 2019

August 2019 Traffic Sources - BU Main Sites

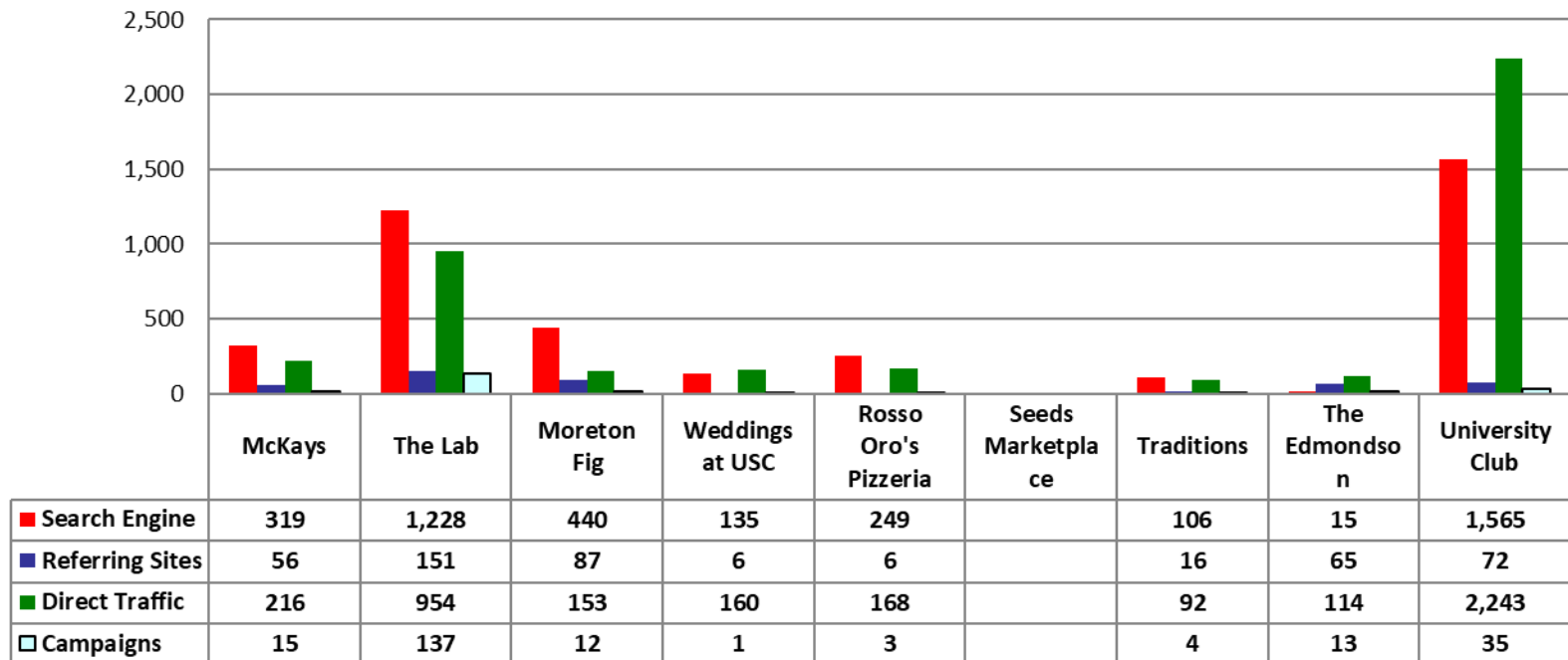


■ Search Engine	180	44,431	45,072	27,556	59,239	45,777
■ Referring Sites	8	2,086	2,146	1,992	3,688	1,103
■ Direct Traffic	304	12,442	8,653	7,536	20,406	9,103
□ Campaigns	2	58,081	253	180	547	394



Website Reports August 2019

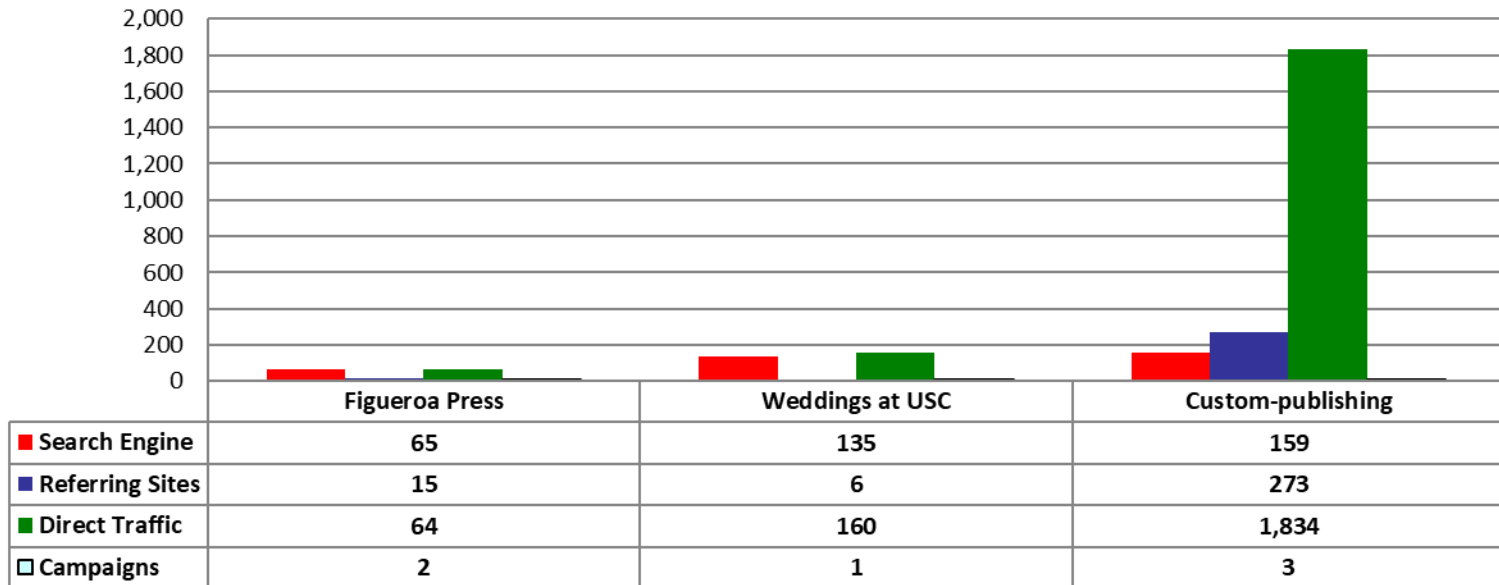
August 2019 Traffic Sources - HSP Micro Sites





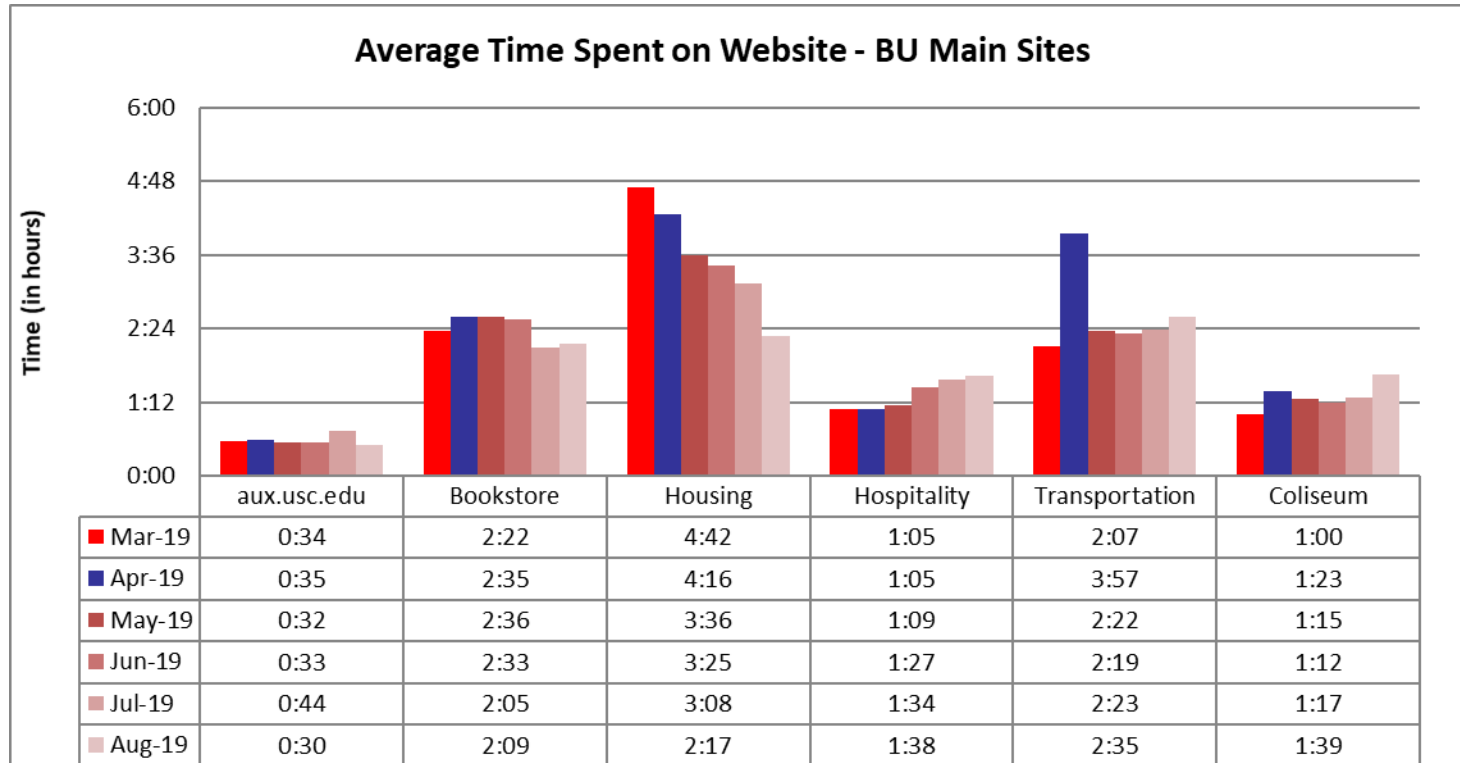
Website Reports August 2019

August 2019 Traffic Sources - Other Sites





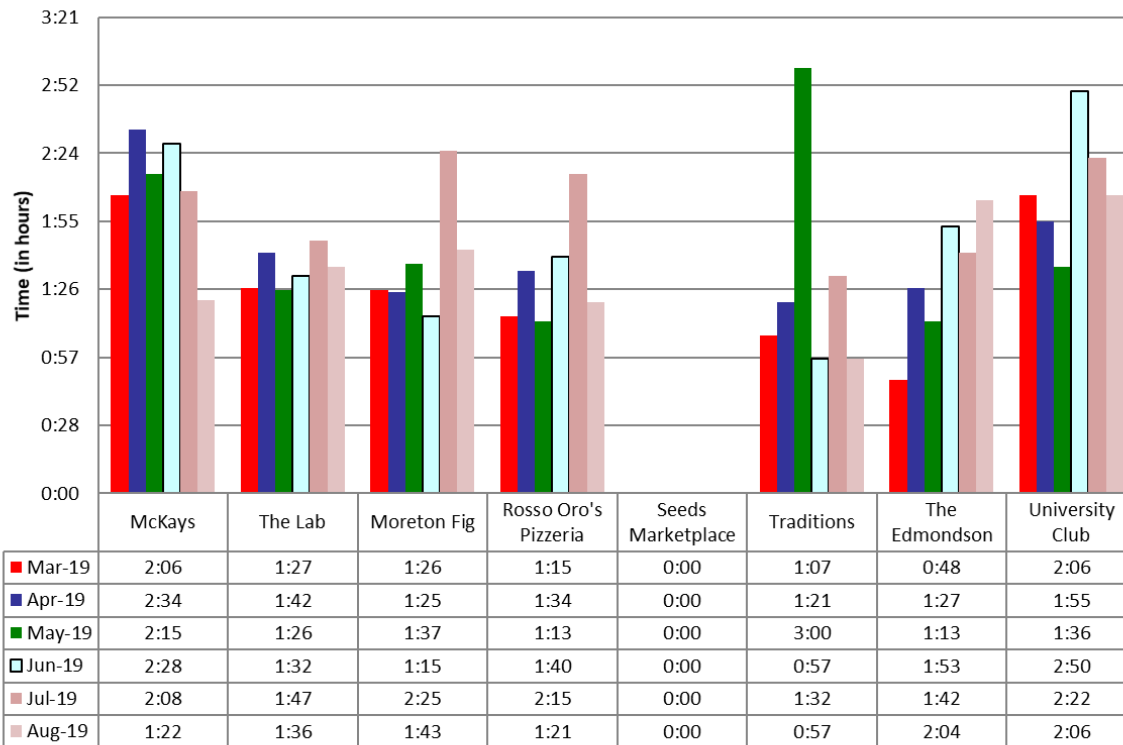
Website Reports August 2019





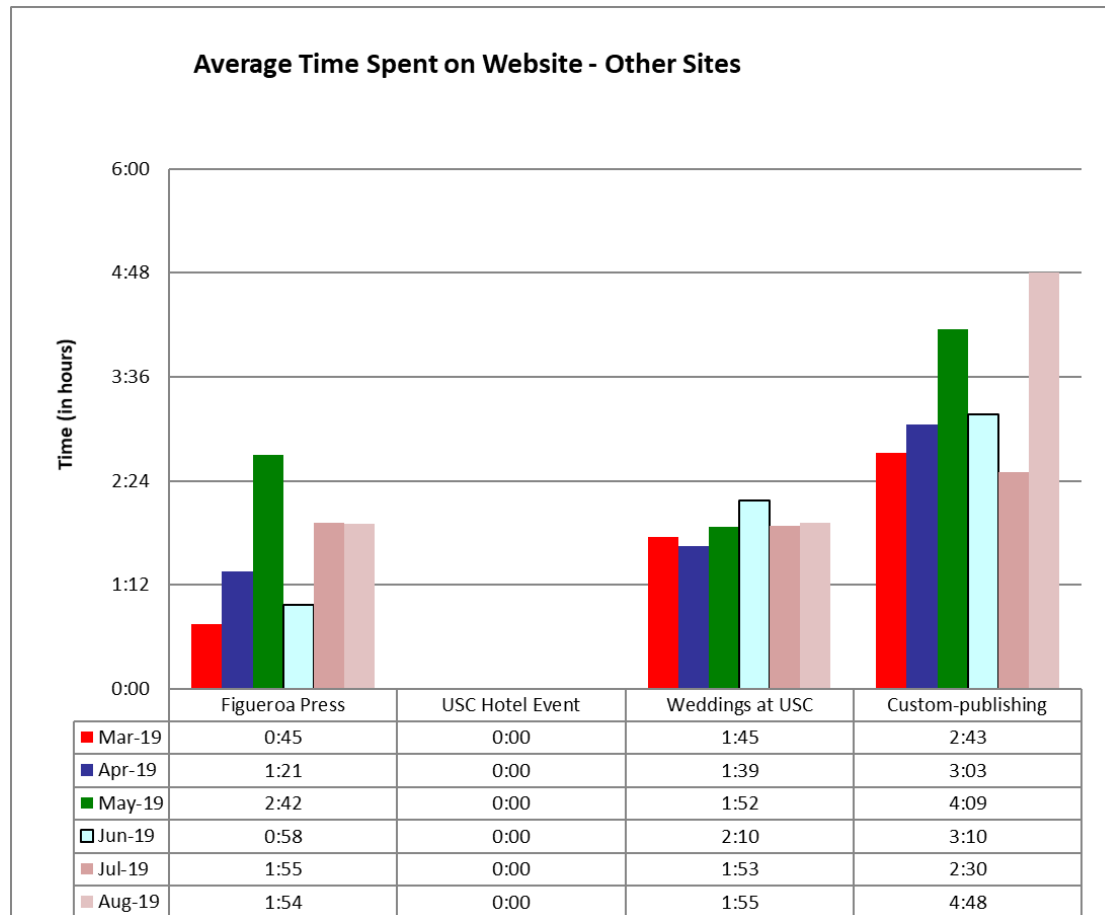
Website Reports August 2019

Average Time Spent on Website - HSP Micro Sites



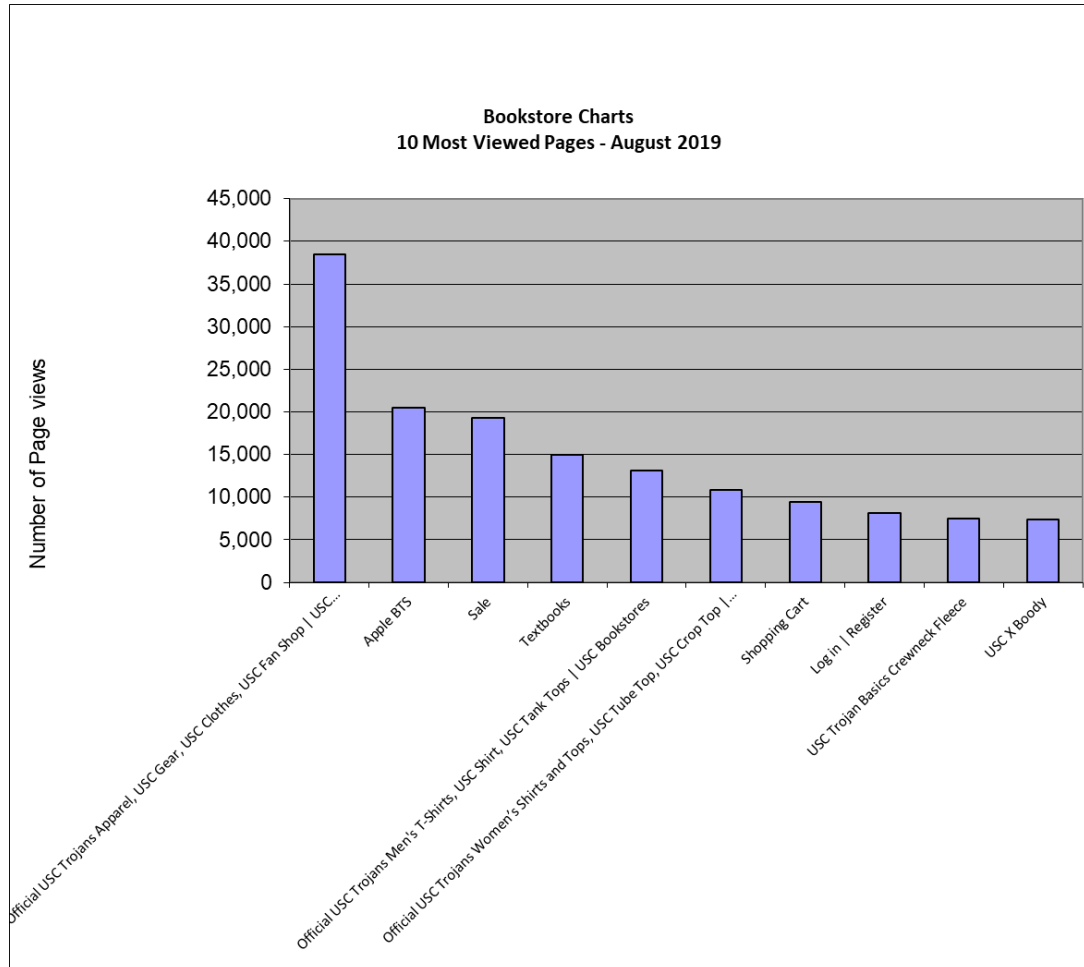


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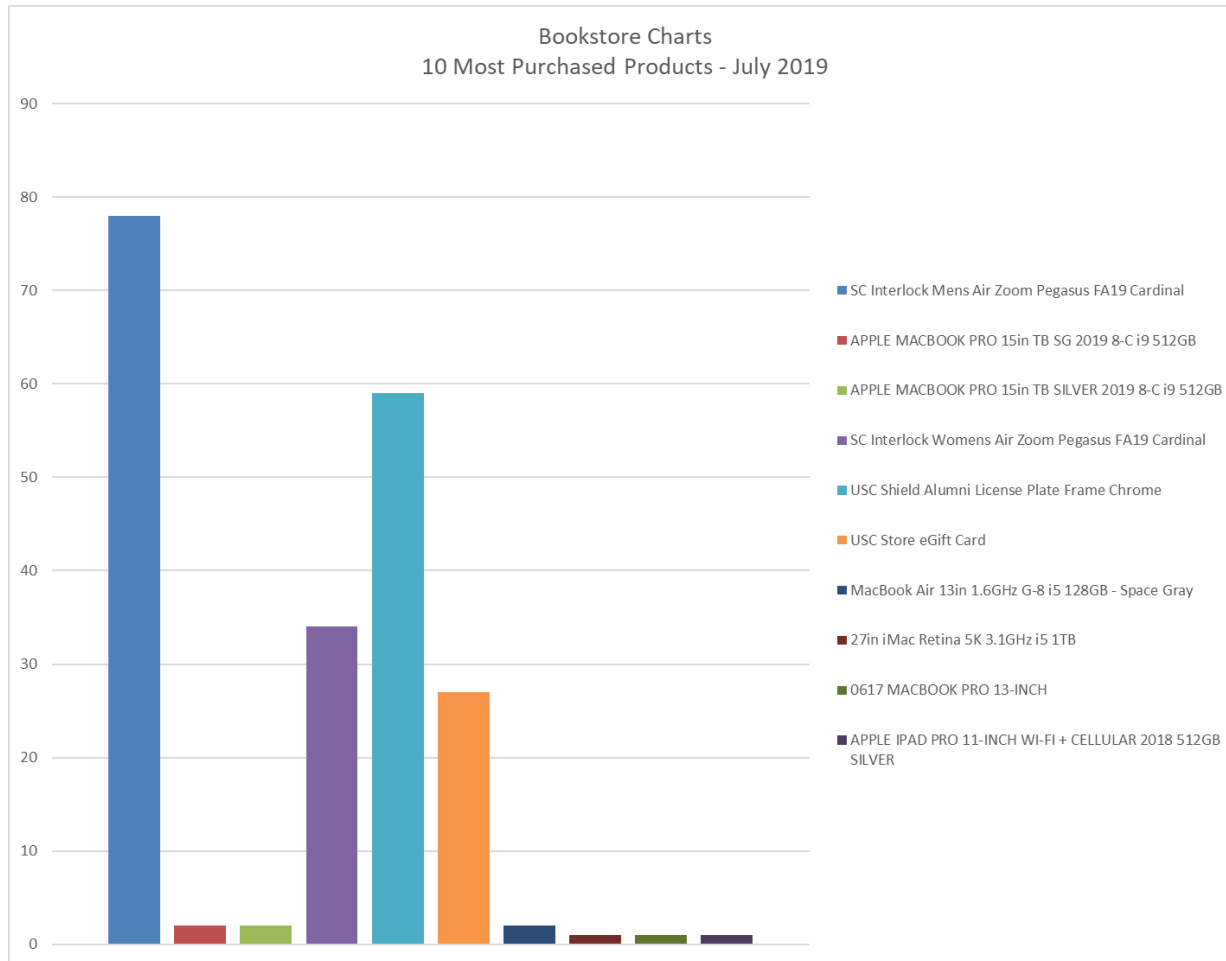


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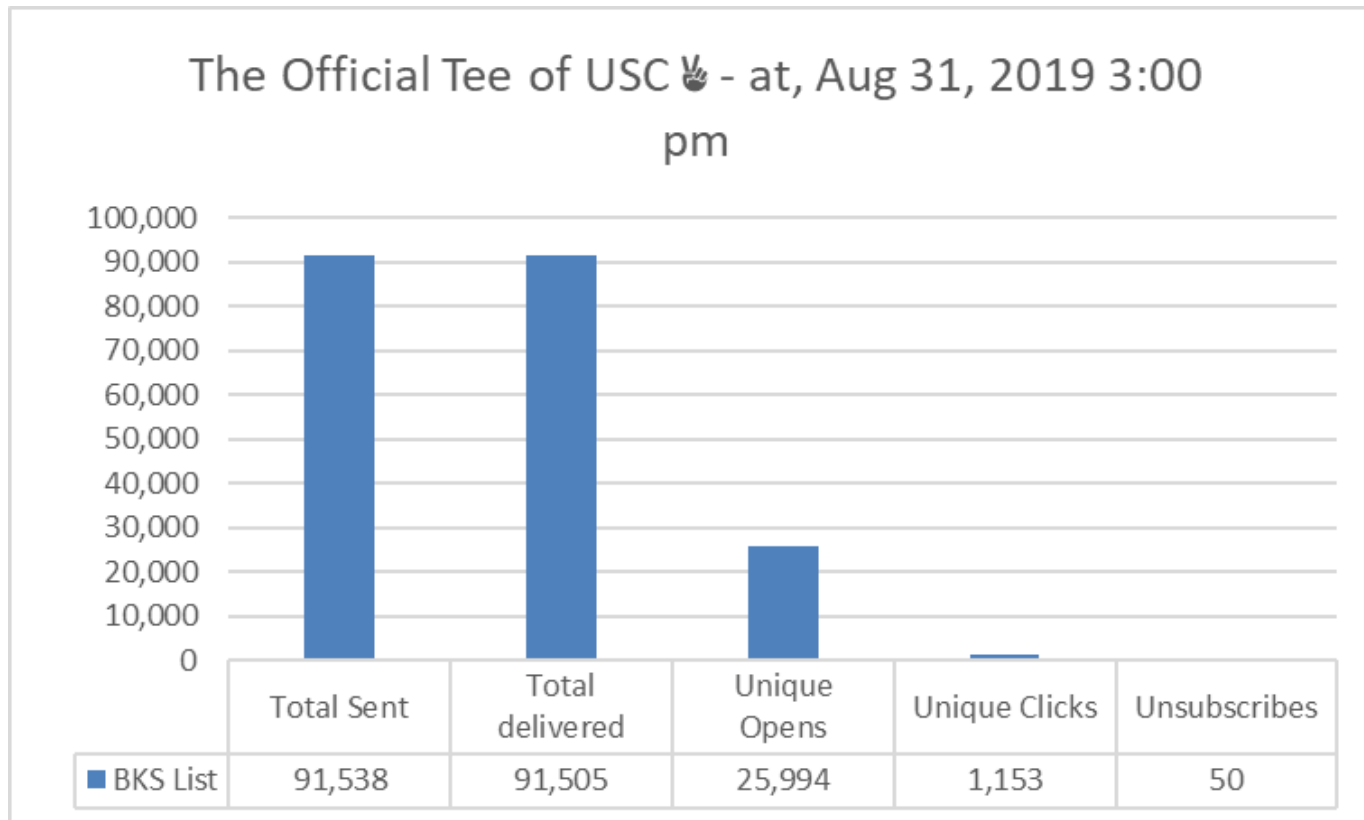


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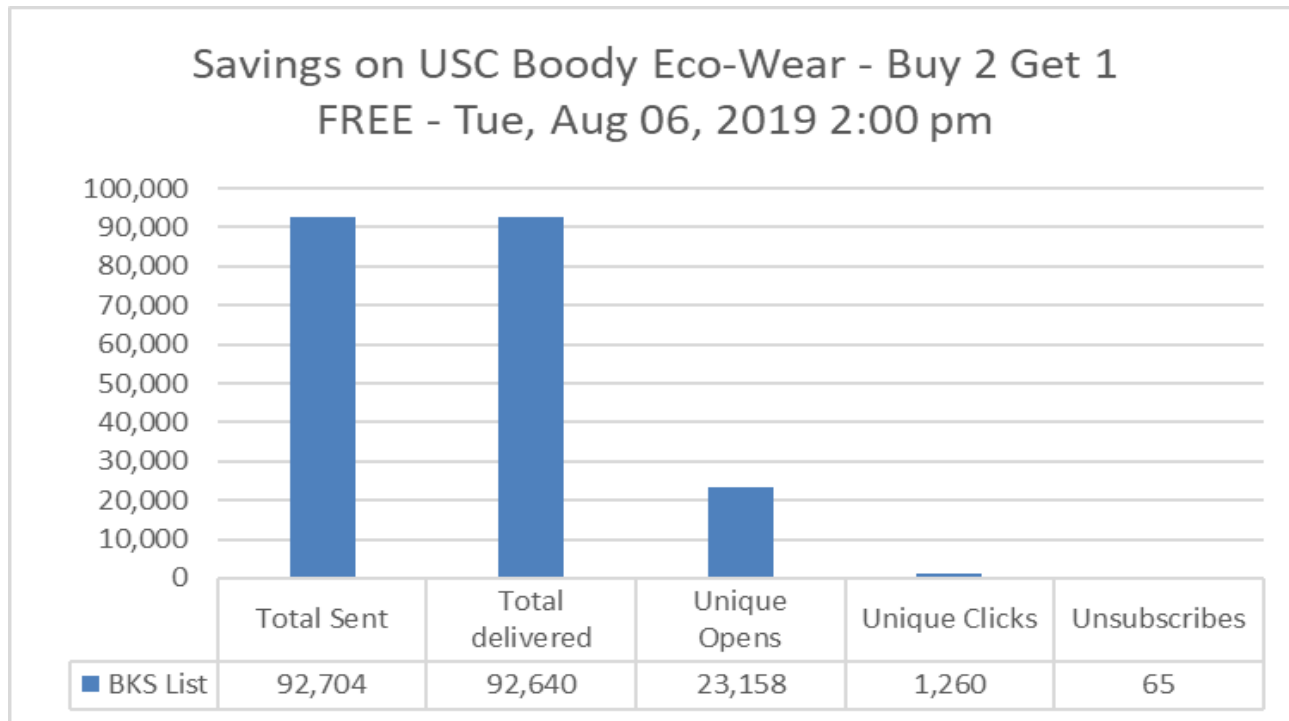


Email Campaign Reports August 2019



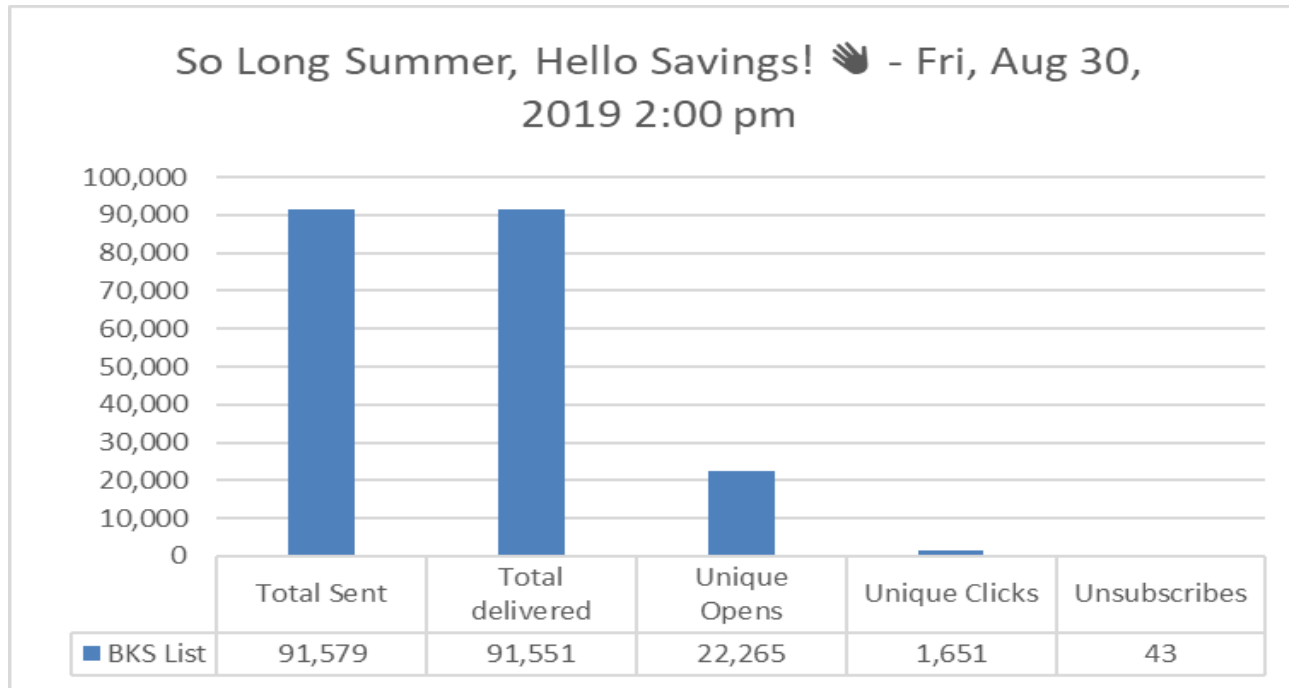


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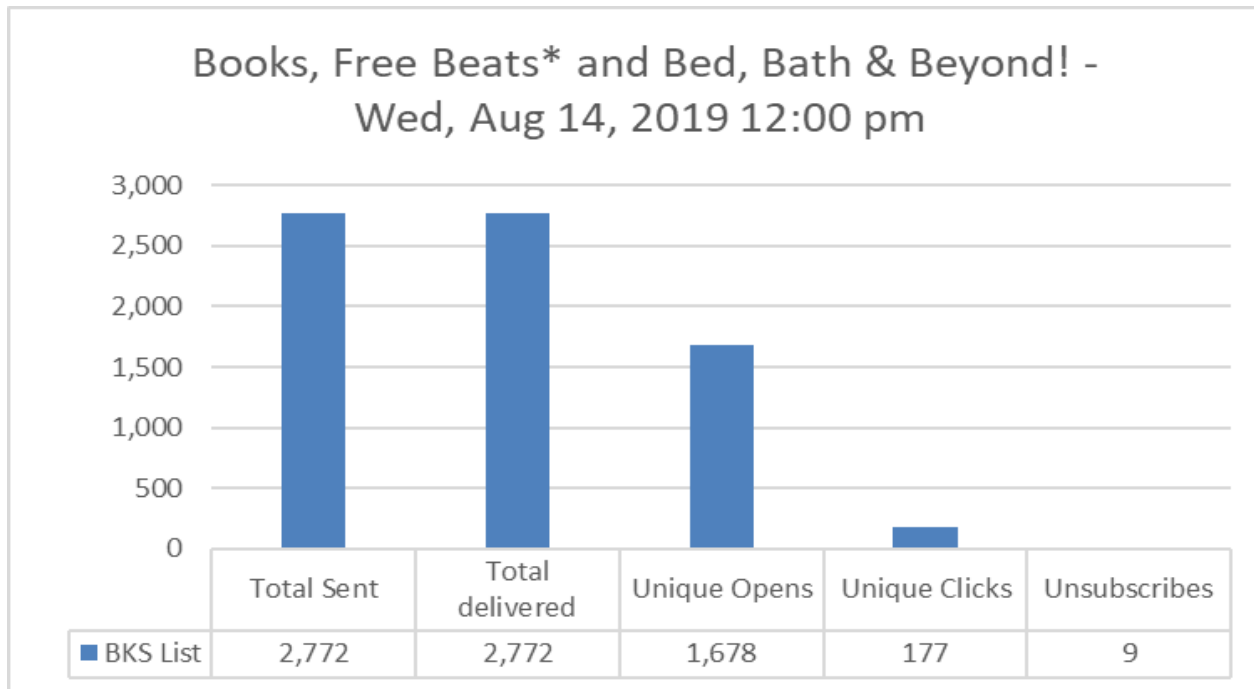


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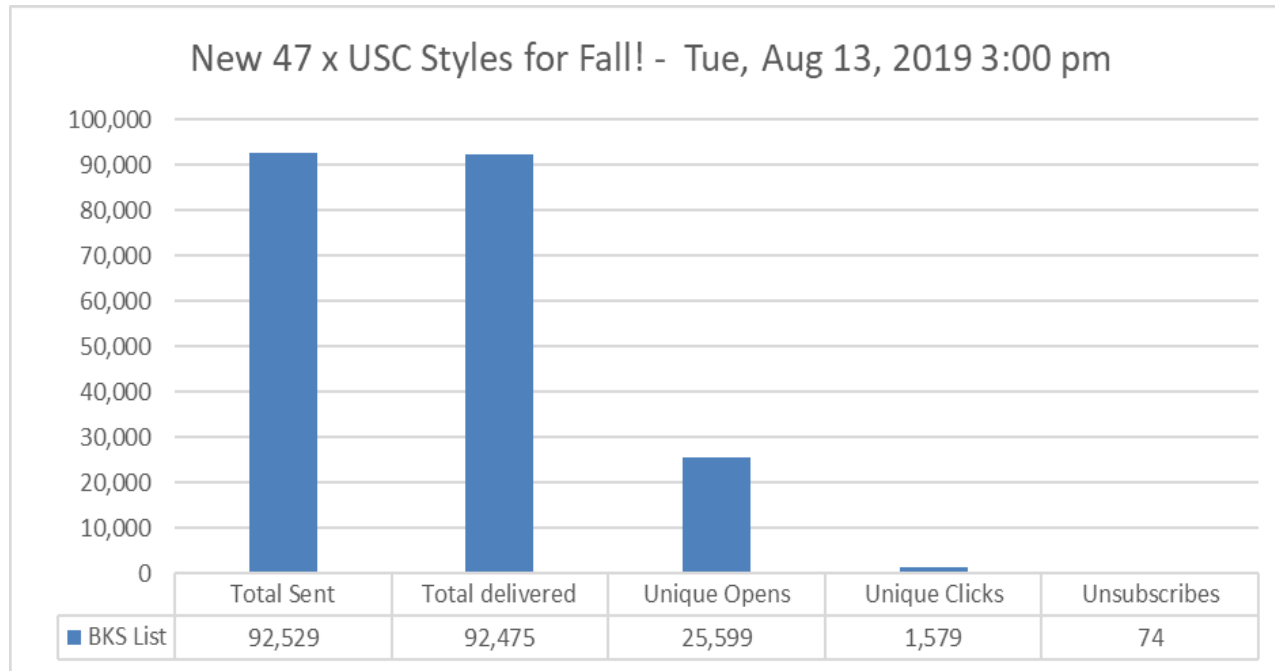


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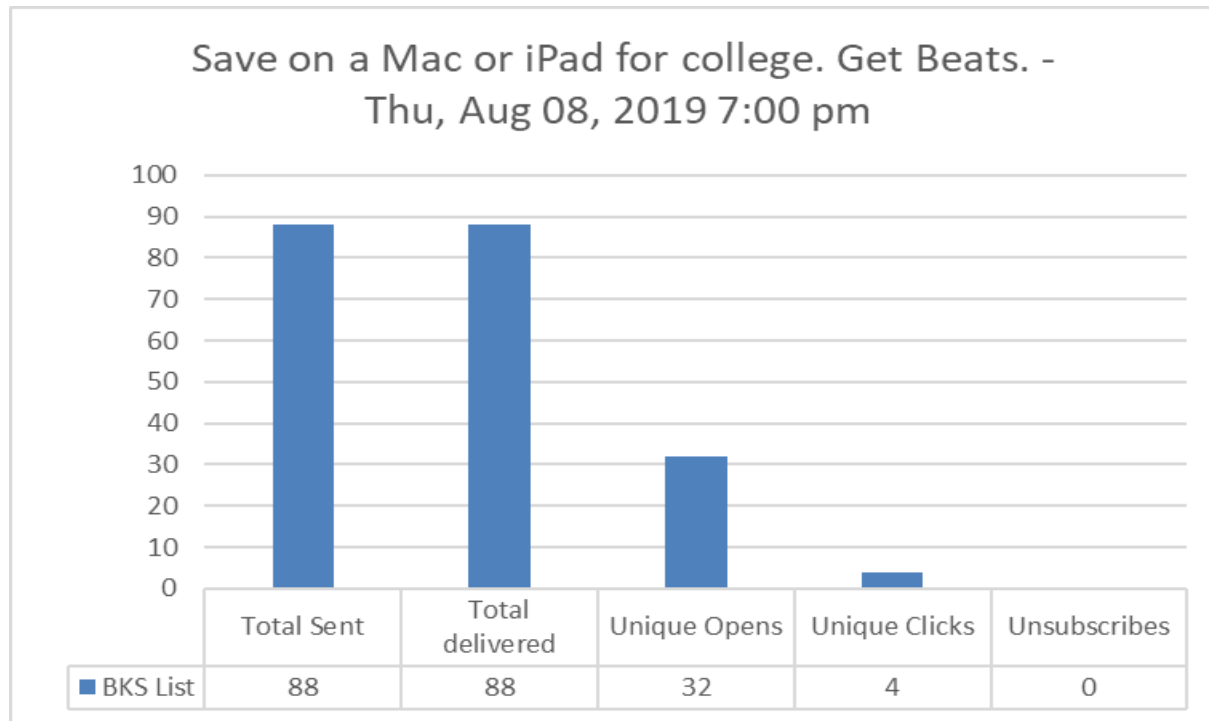


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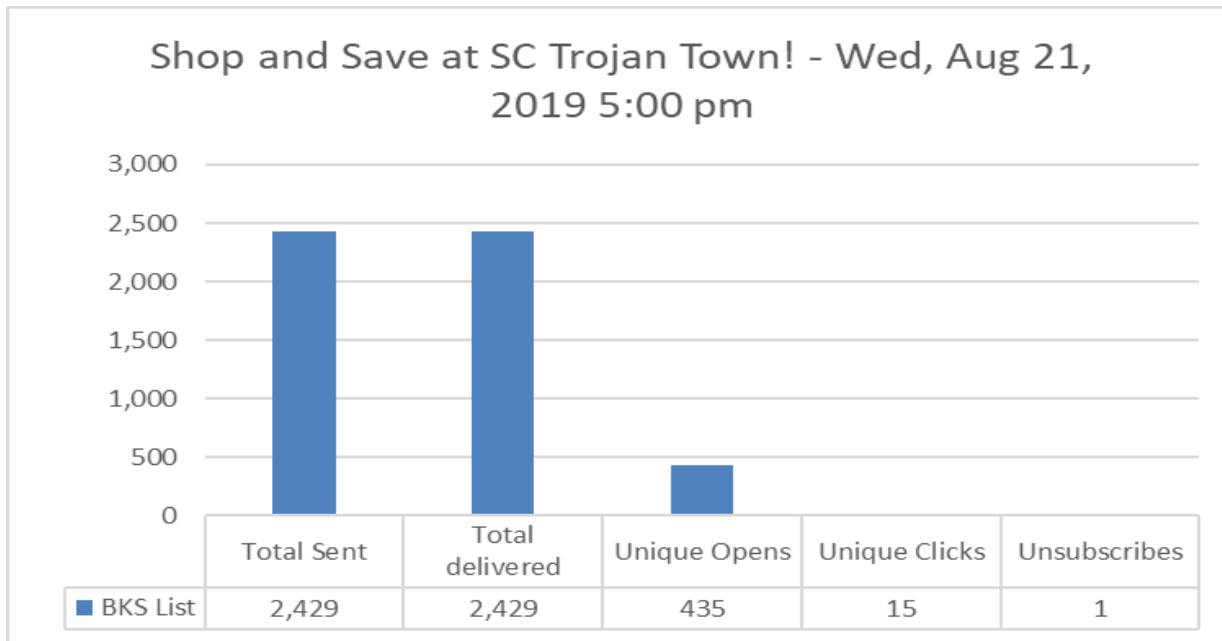


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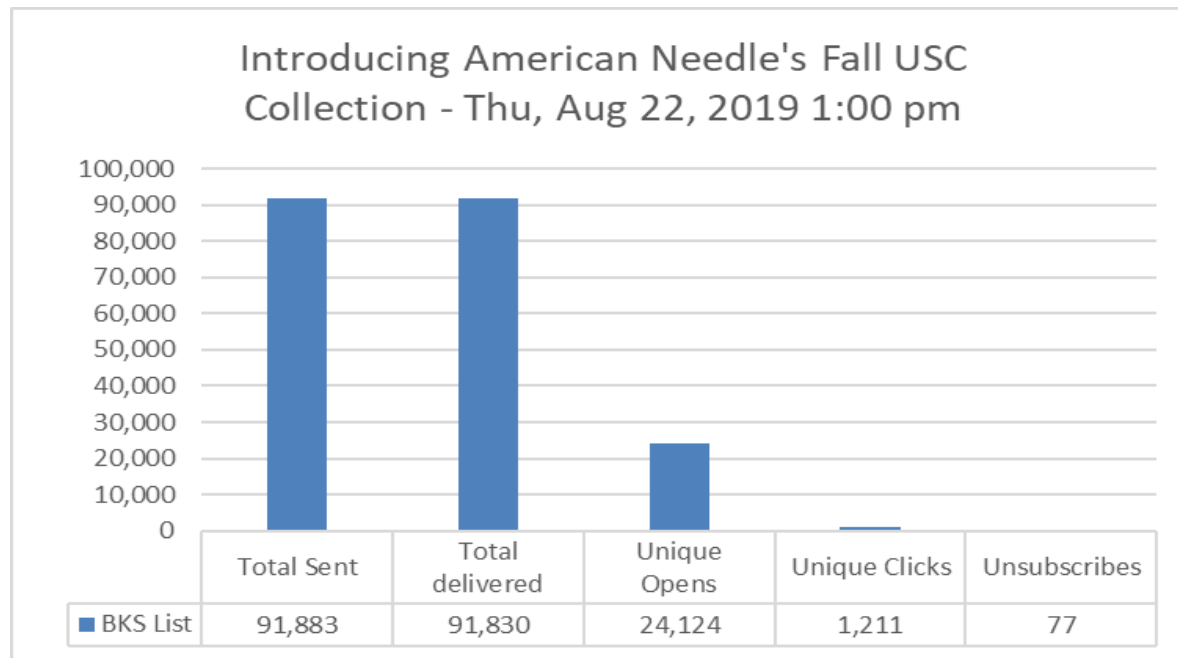


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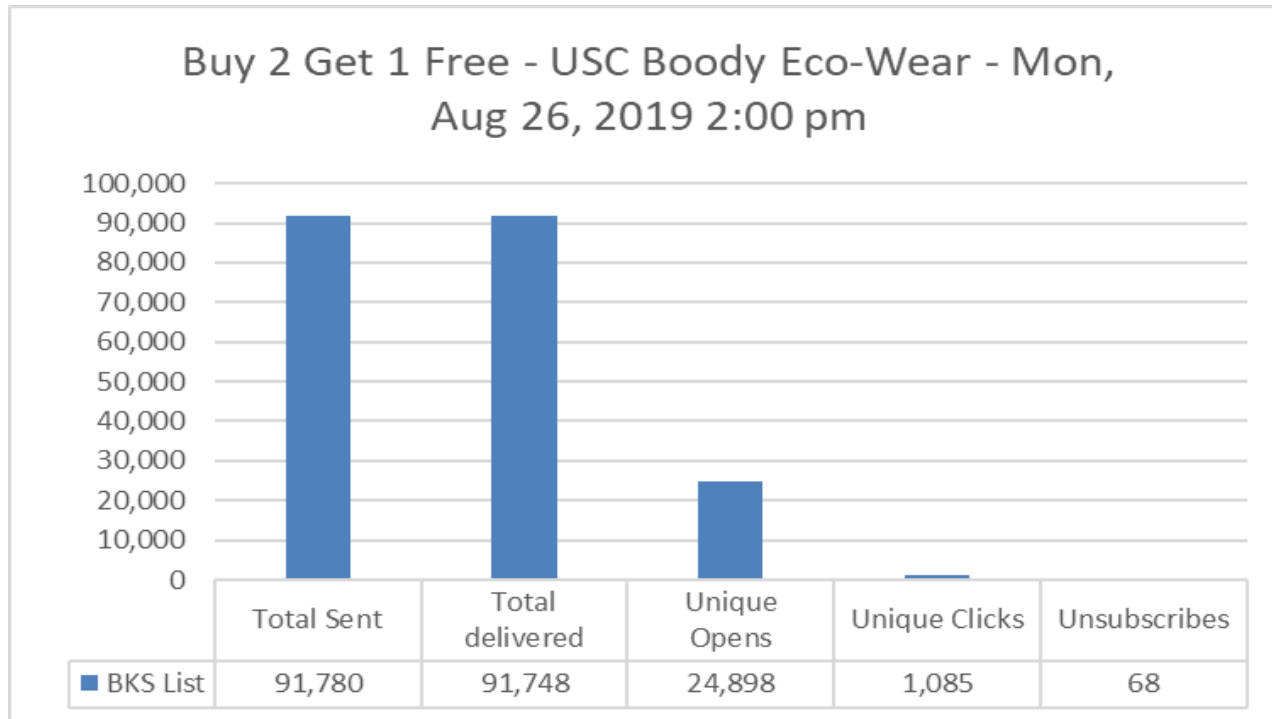


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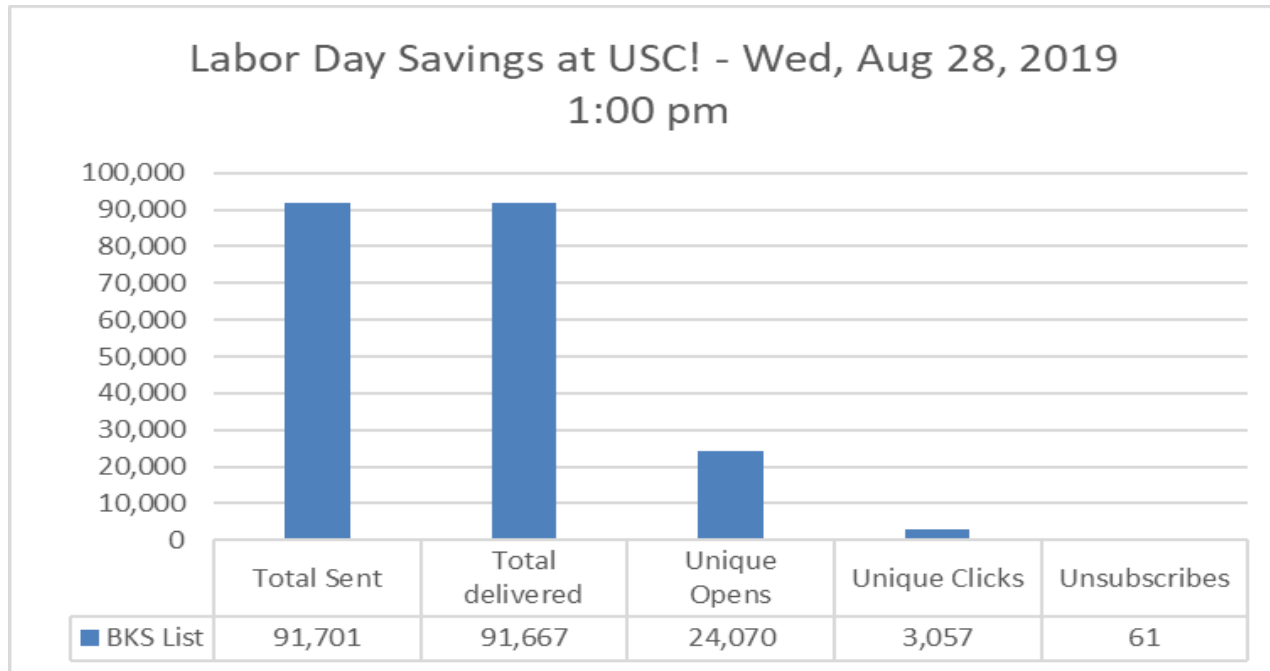


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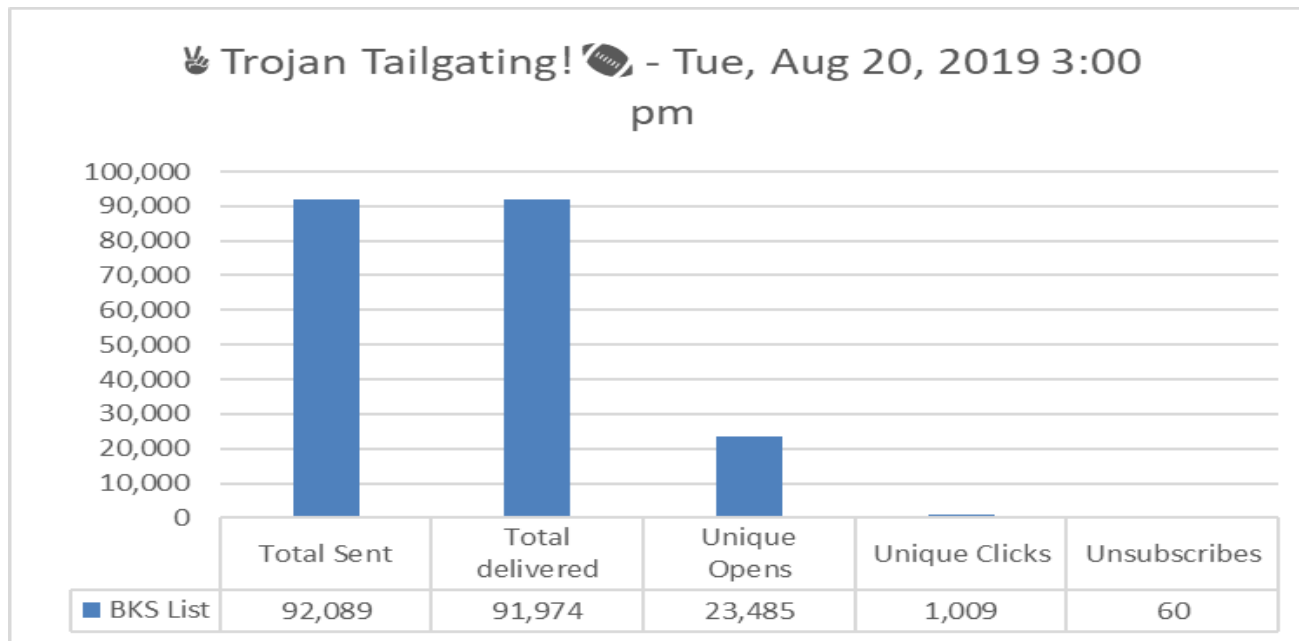


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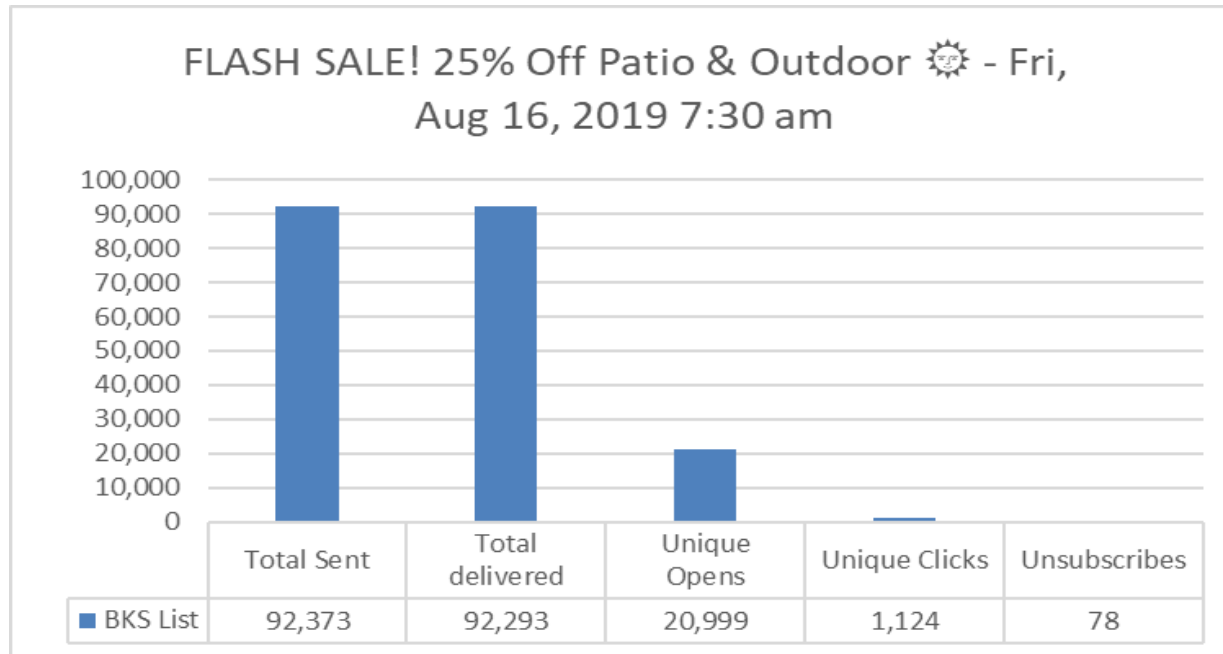


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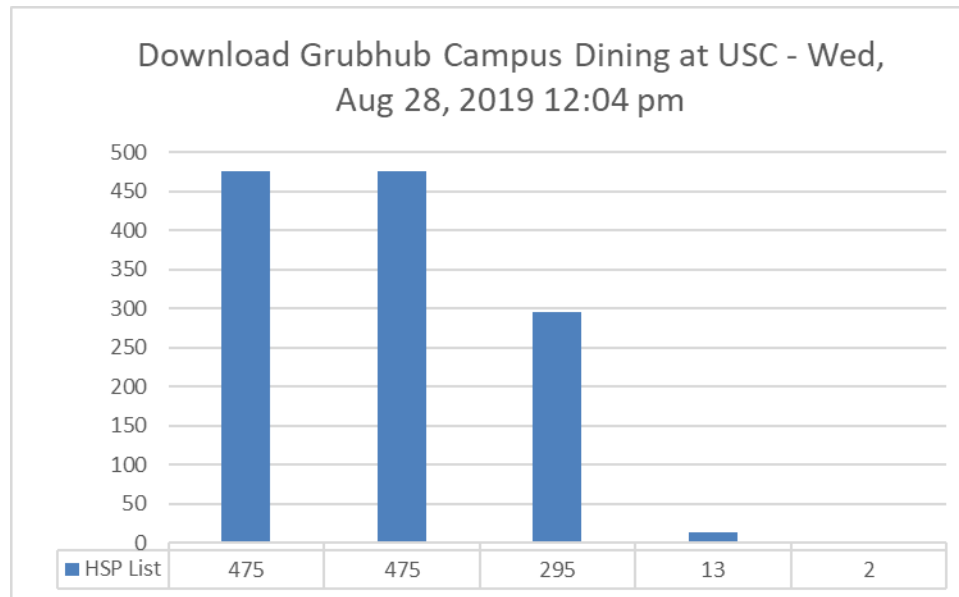


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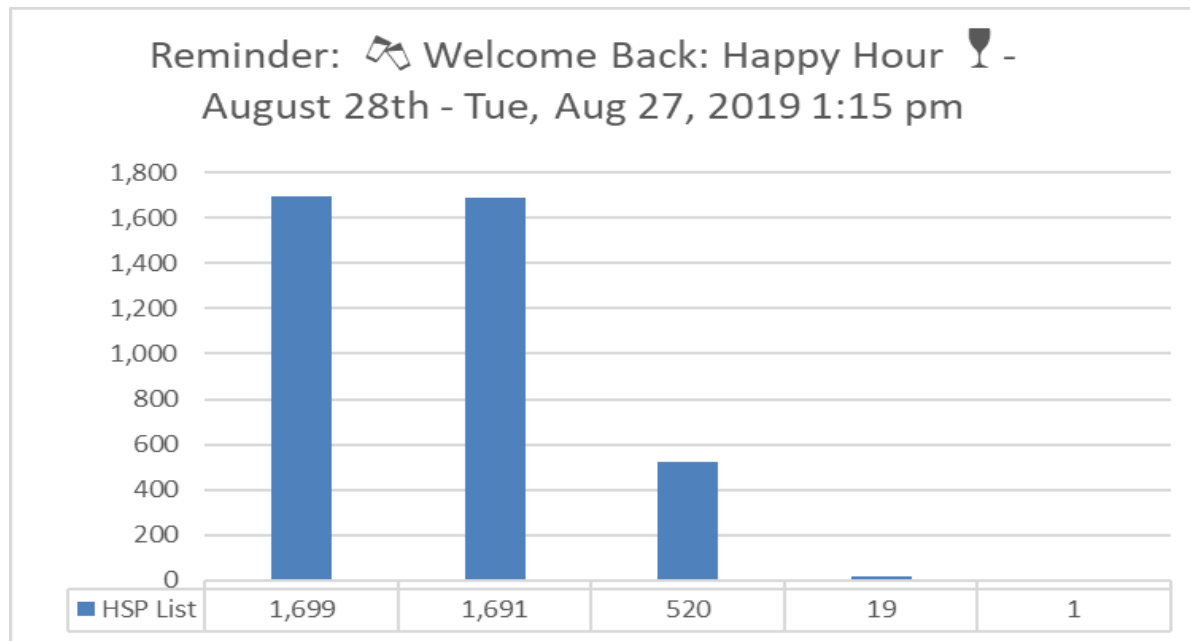


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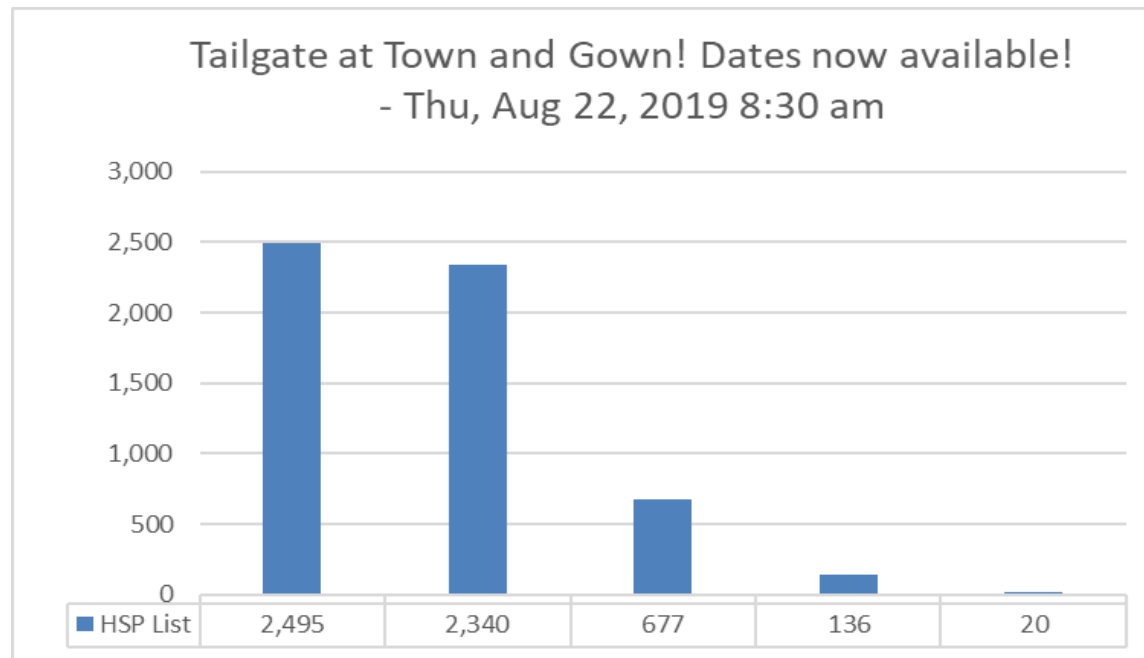


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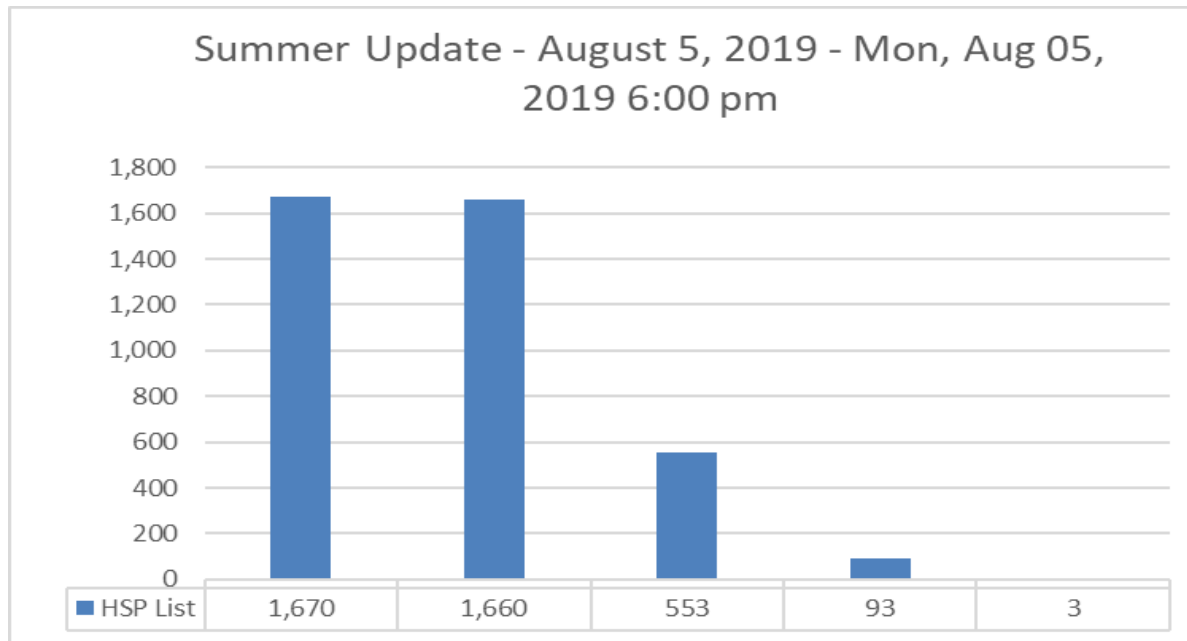


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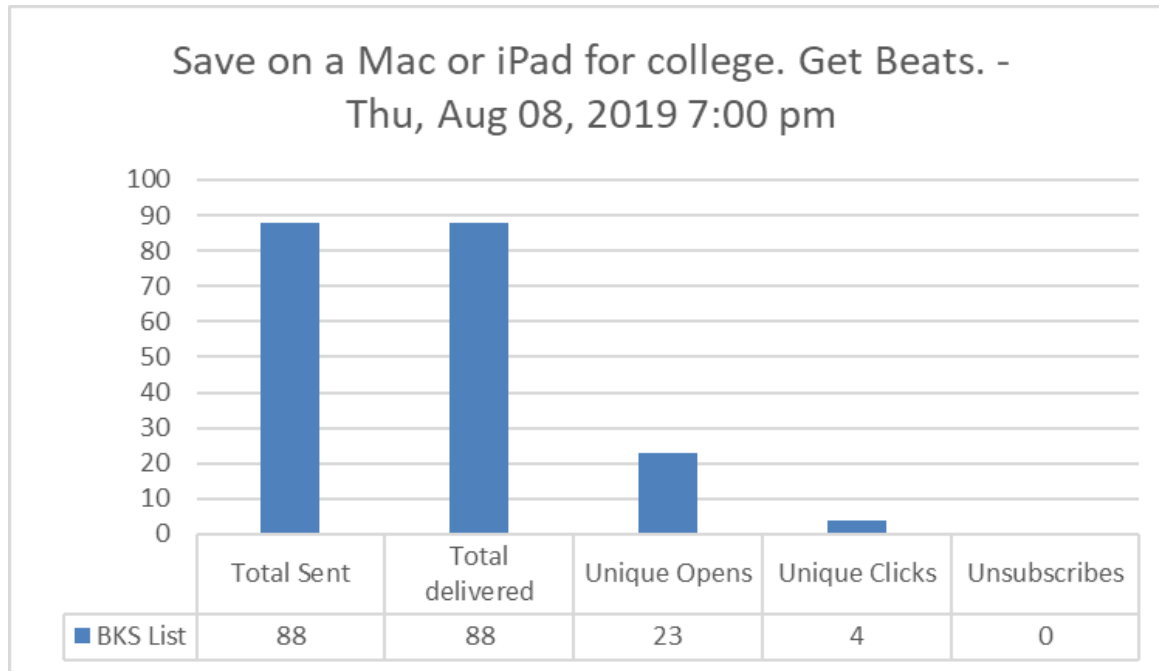


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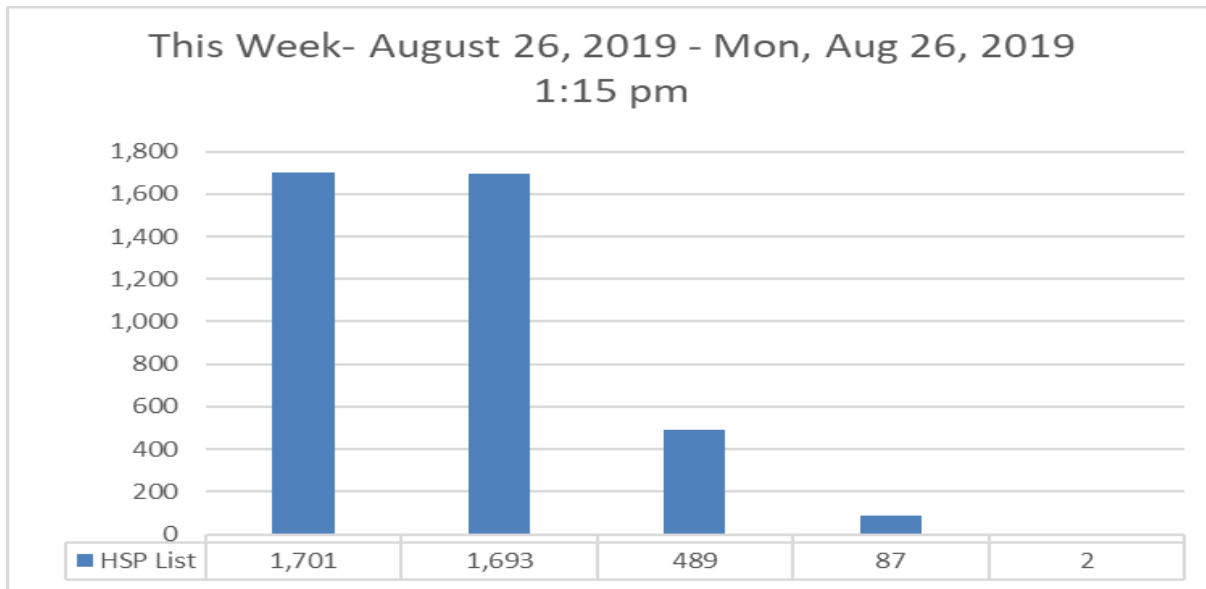


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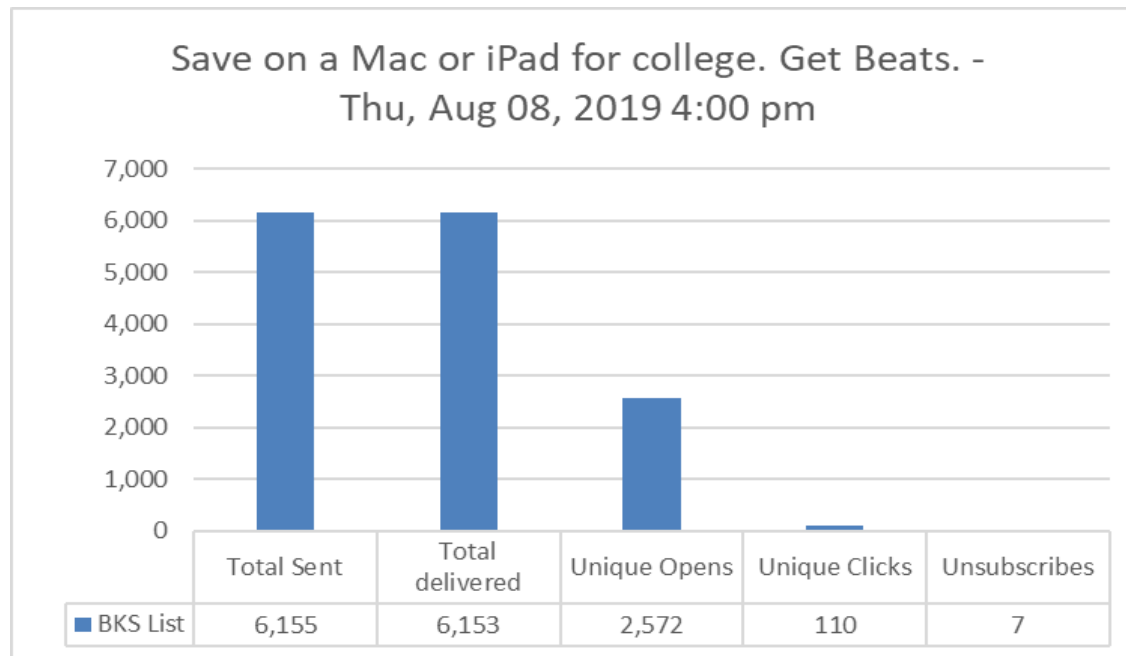


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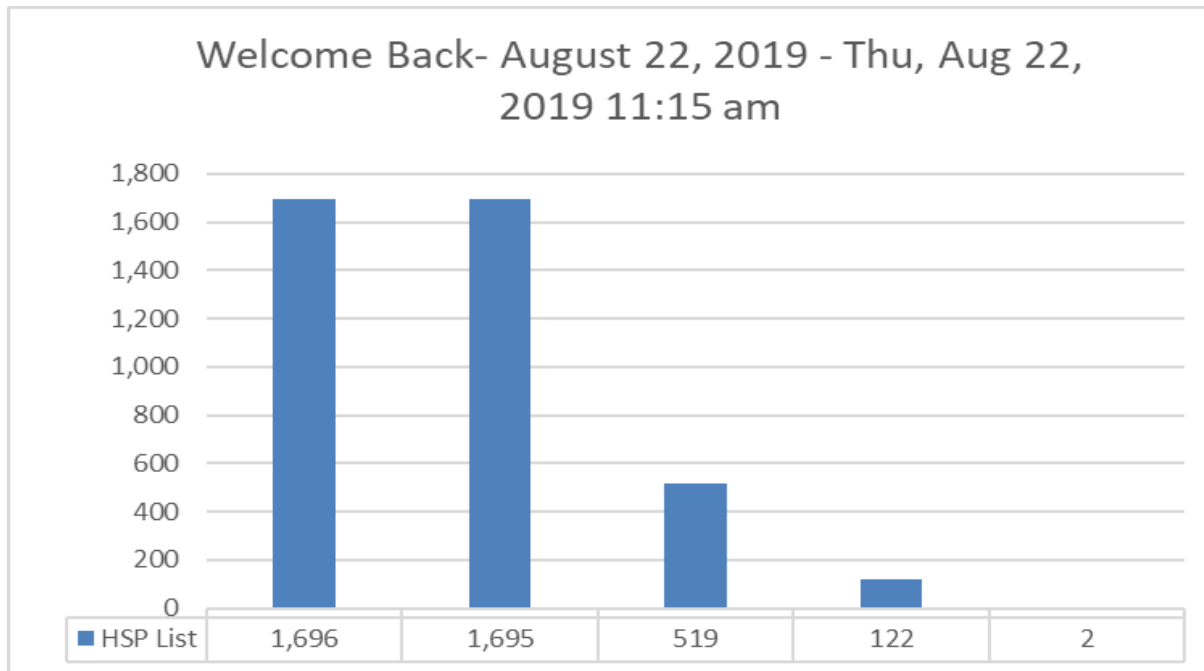


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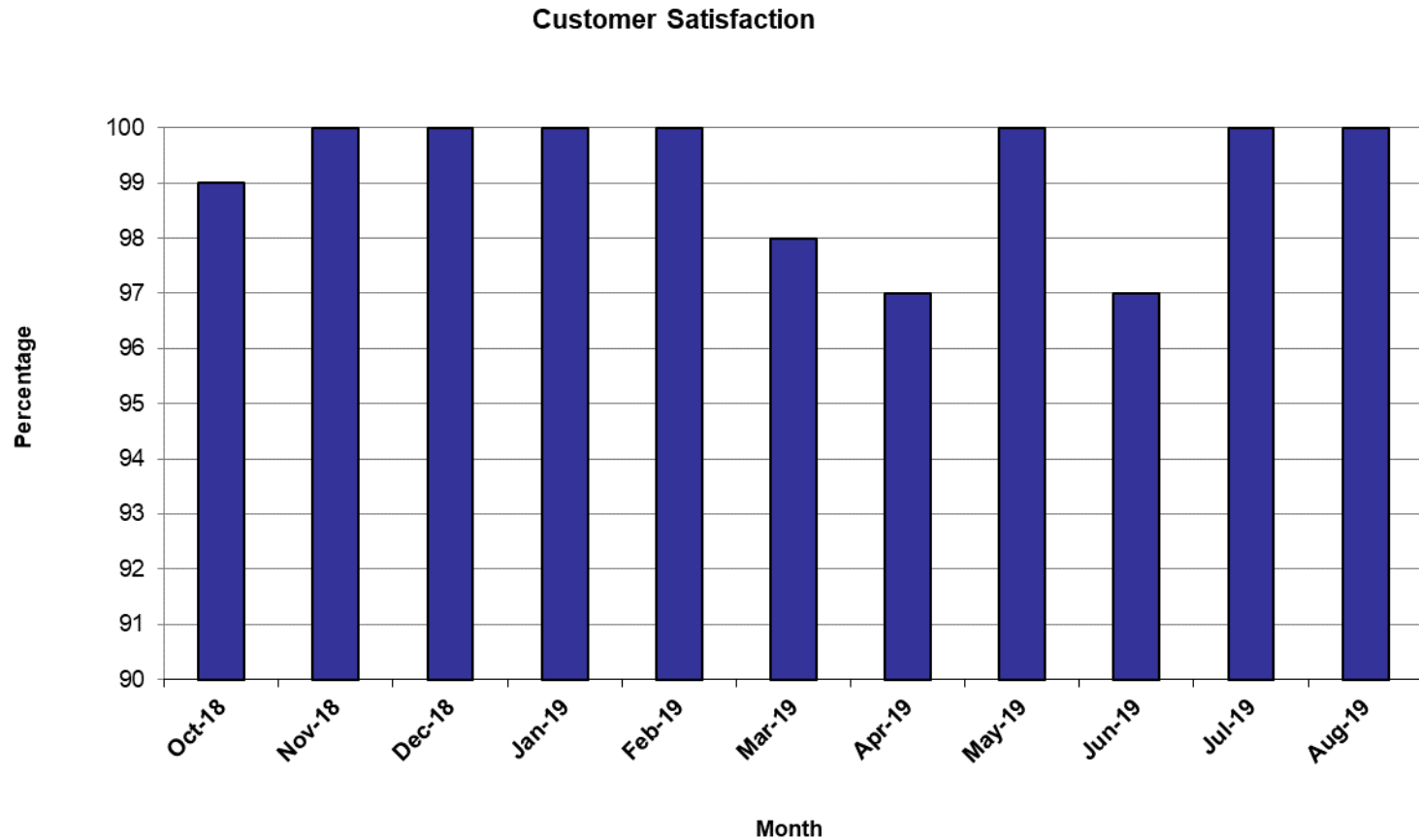


Email Campaign Reports August 2019





Customer Satisfaction Report August 2019





Thank You !!