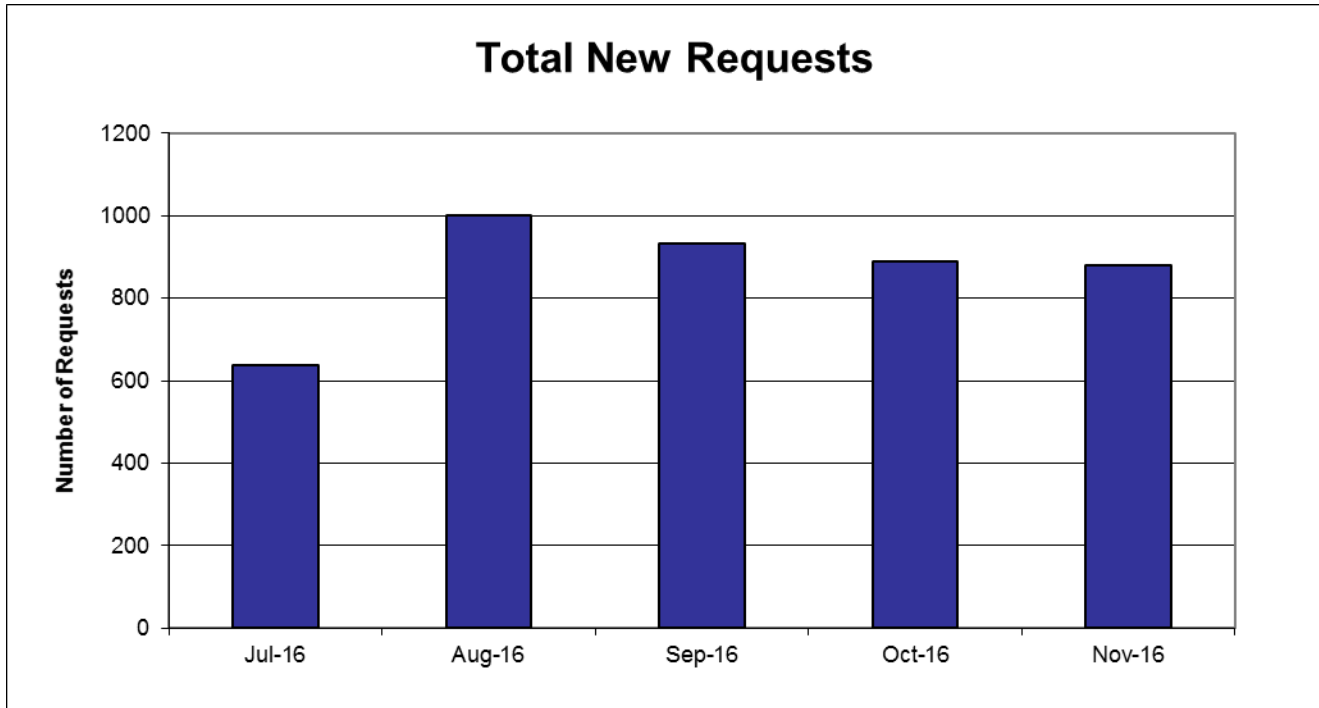


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Service Desk Reports
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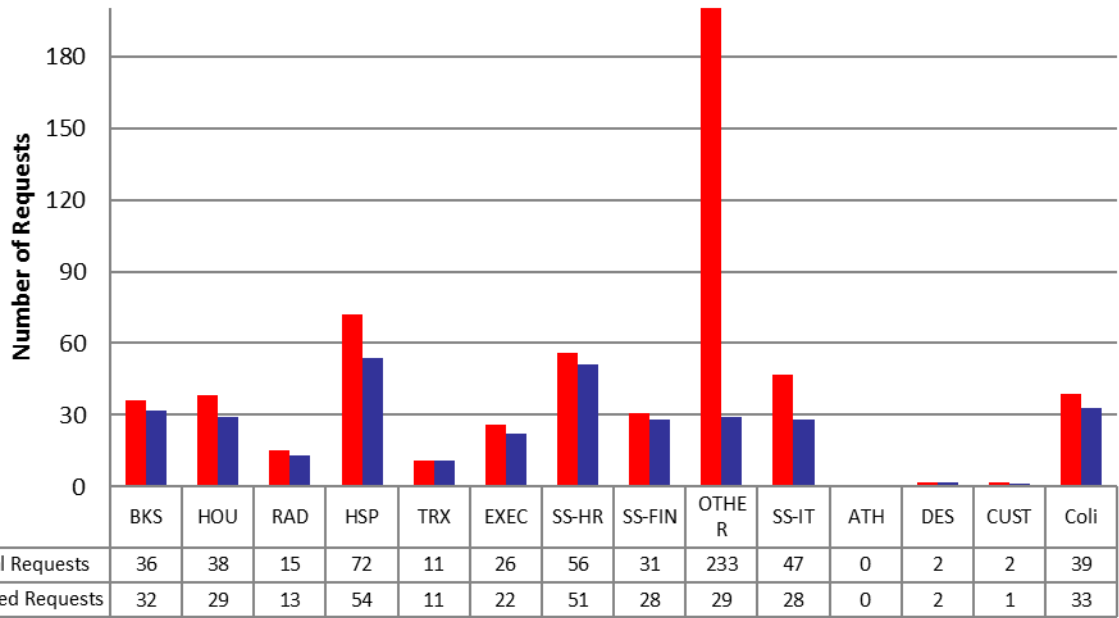
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Service Desk Reports

December 2016

Total New Vs Closed Requests



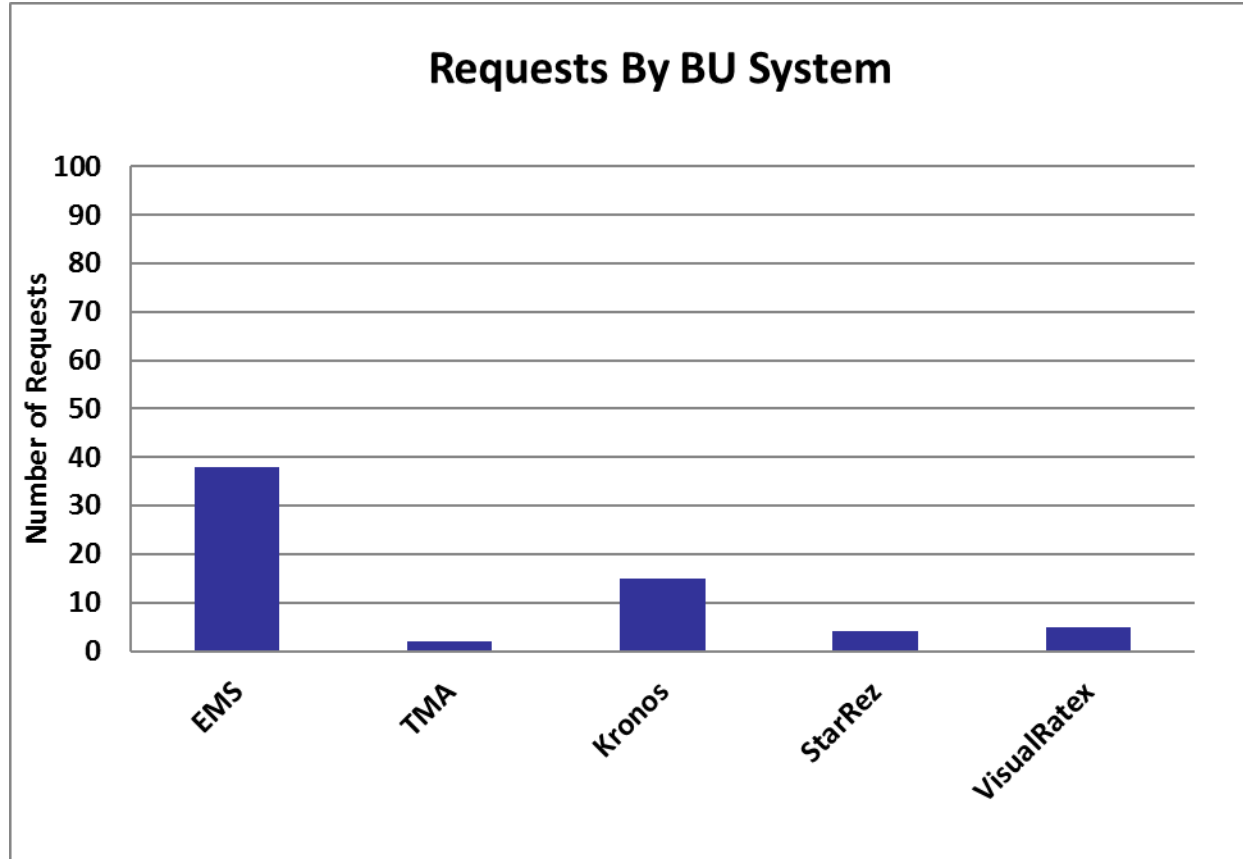
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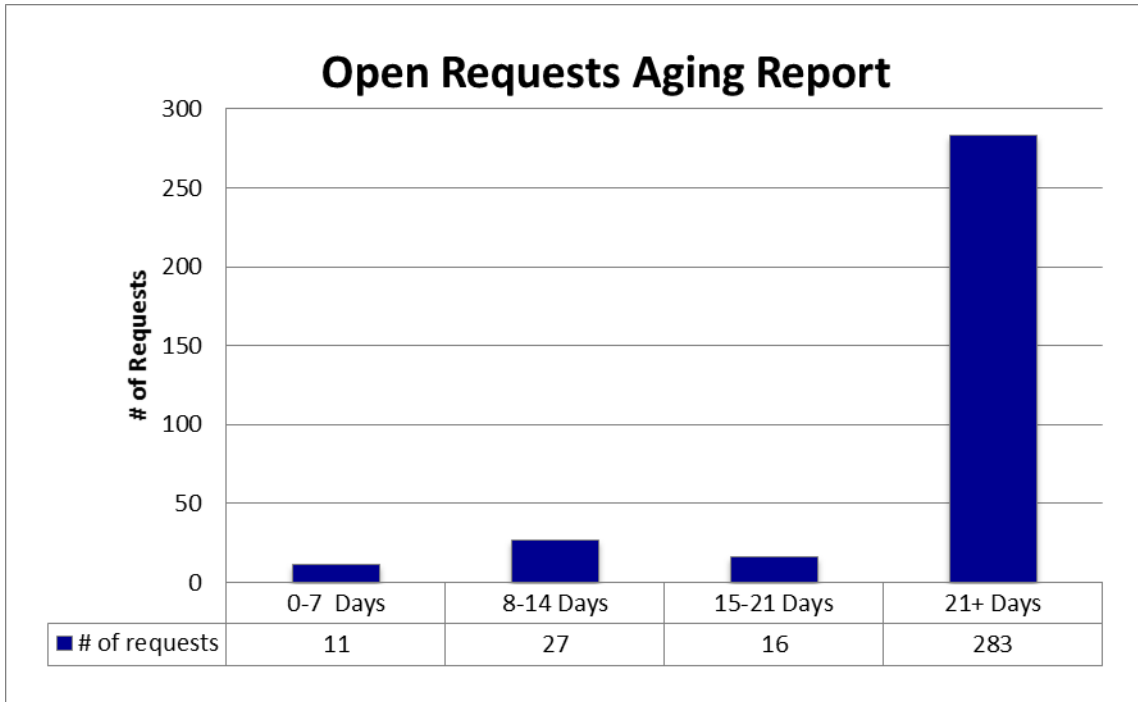
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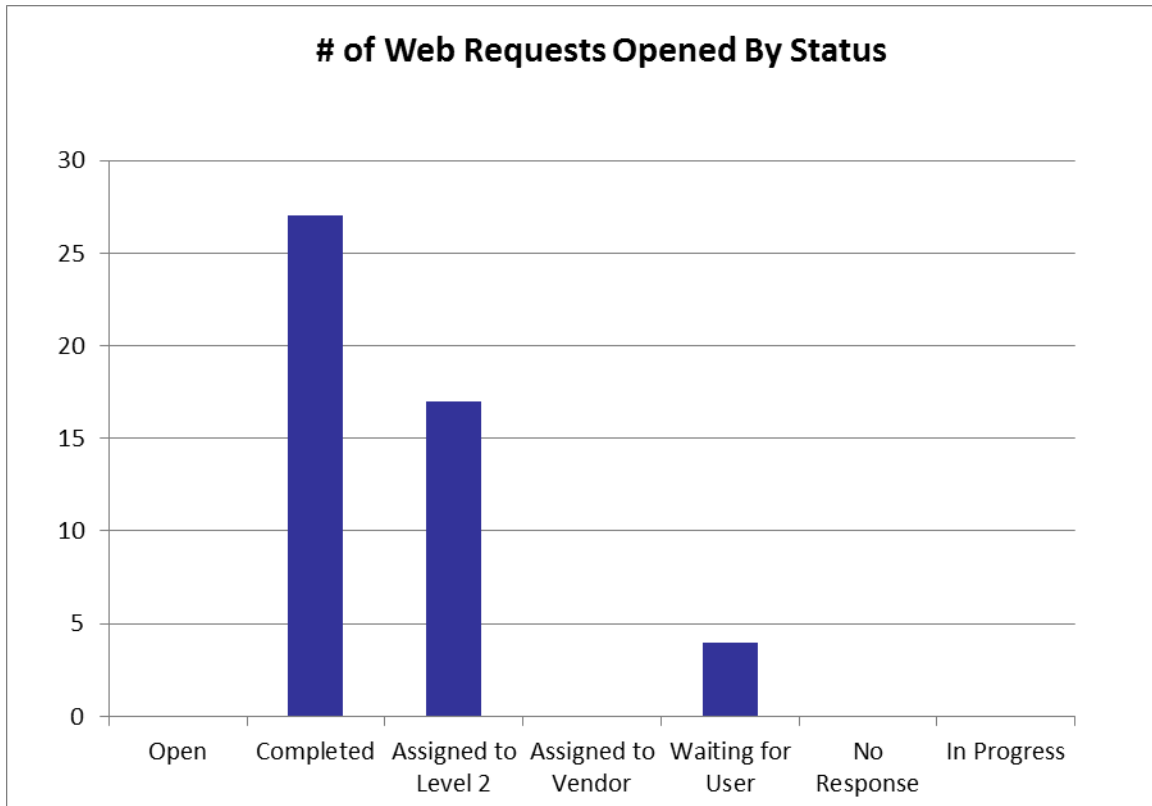
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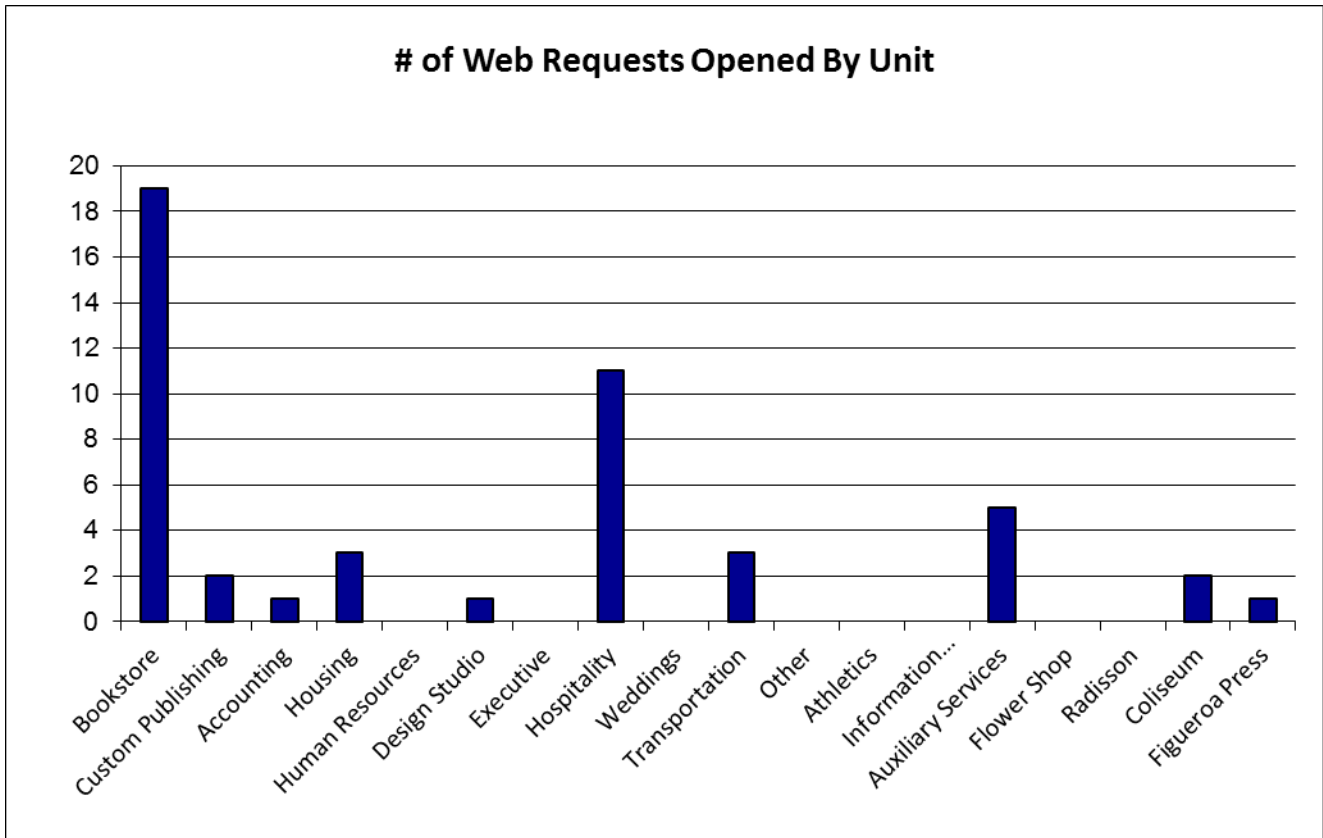
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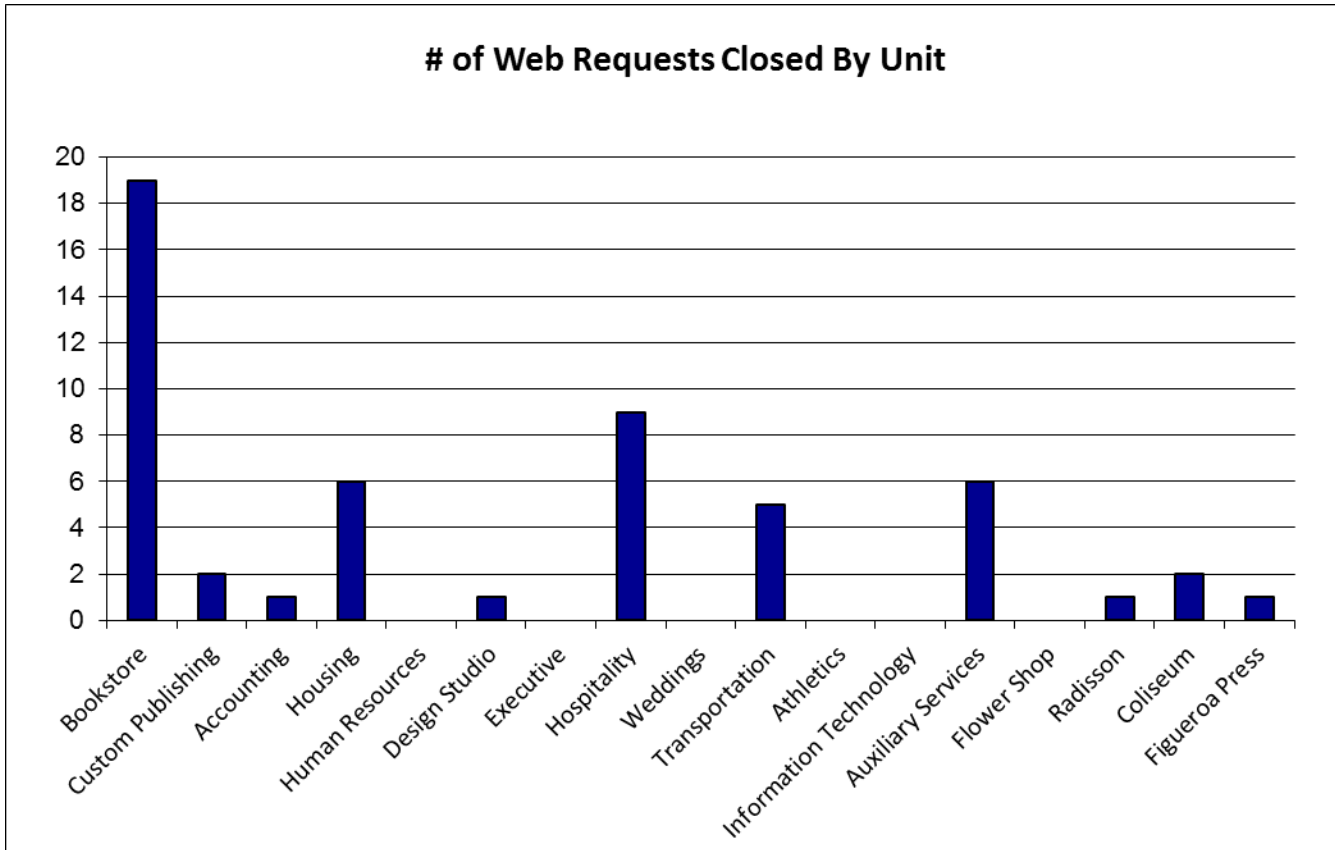
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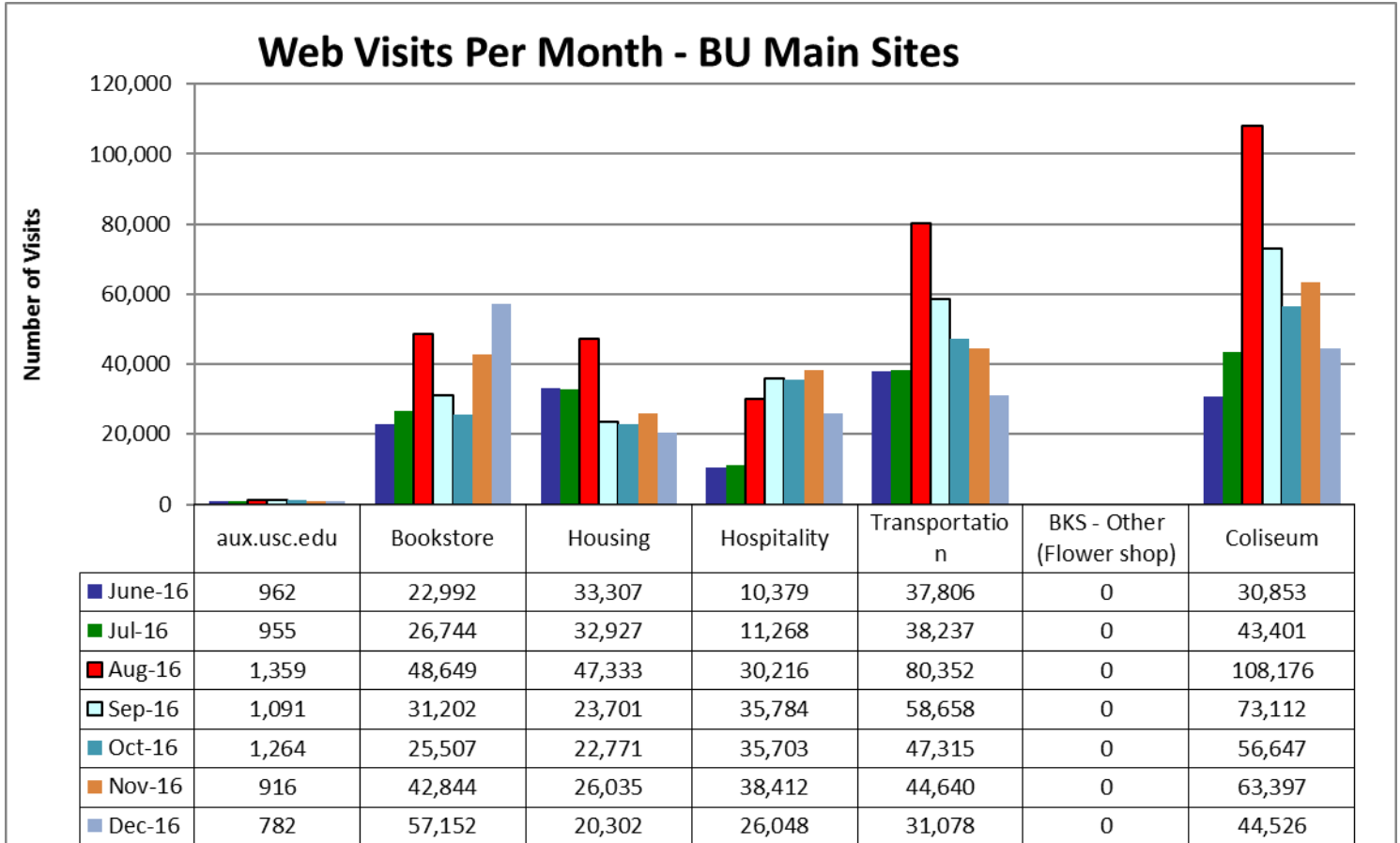
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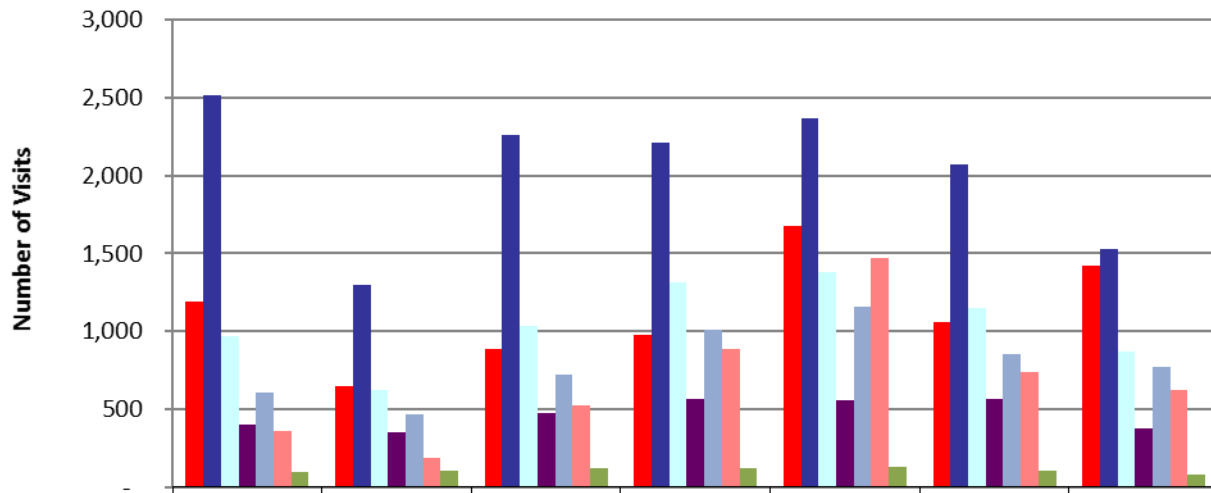
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Website Reports

December 2016

Web Visits Per Month - HSP Micro Sites



	June-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
McKays	1,193	648	885	976	1,672	1,059	1,421
The Lab	2,516	1,295	2,257	2,207	2,366	2,073	1,524
Moreton Fig	966	626	1,035	1,316	1,379	1,153	870
Rosso Oro's Pizzeria	400	348	474	568	559	565	375
Seeds Marketplace	604	463	722	1,013	1,161	855	774
Traditions	362	186	528	889	1,467	741	623
The Edmondson	93	108	125	121	129	109	78

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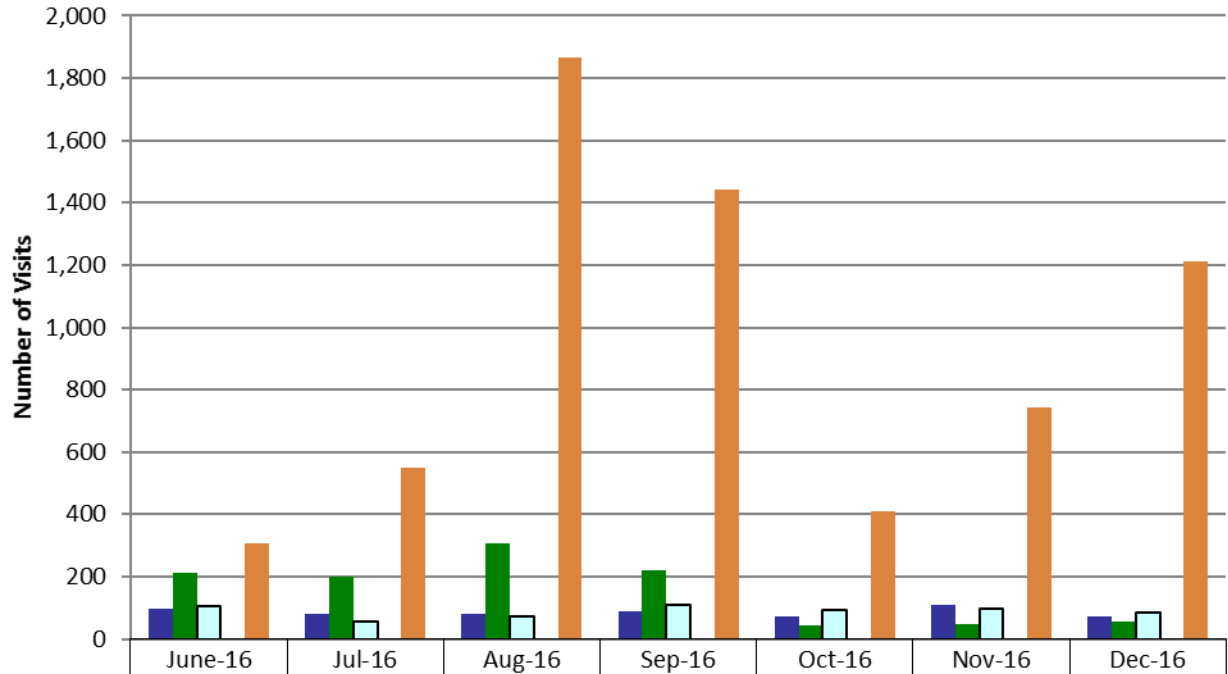
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Website Reports

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Web Visits Per Month - Other Sites



■ Figueroa Press	96	81	82	89	73	111	71
■ Gamble-house Store	213	198	305	222	45	46	57
■ USC Radisson Event	106	57	72	110	91	97	85
■ Weddings at USC	0	0	0	0	0	0	0
■ Custom-publishing	305	549	1,865	1,441	409	741	1,211

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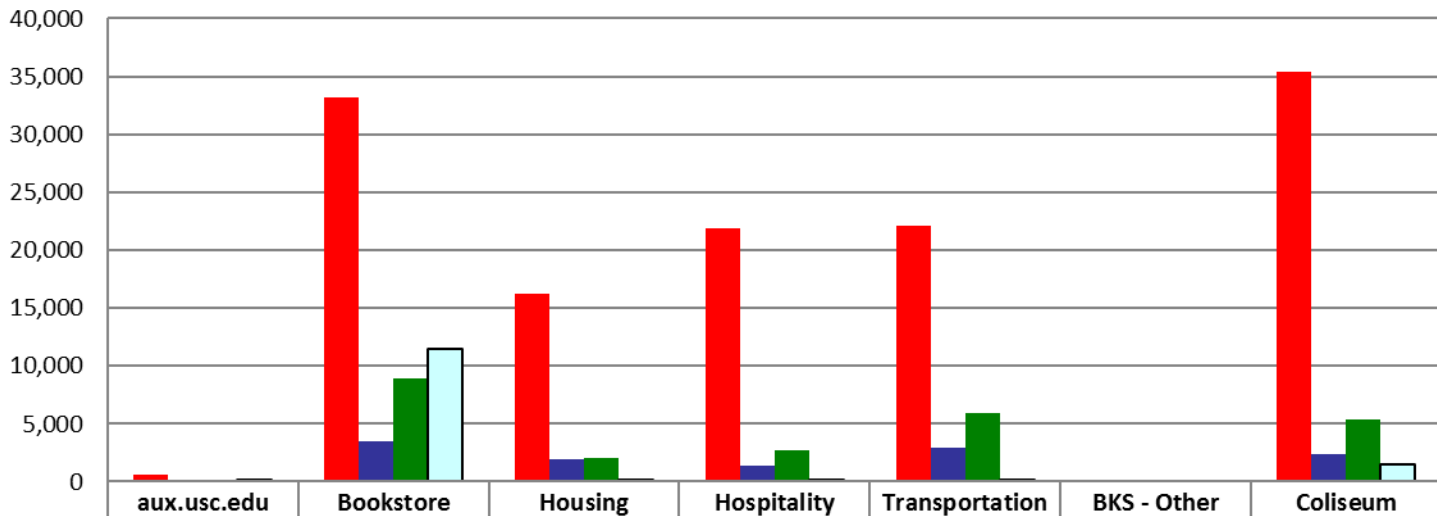
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Website Reports

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December 2016 Traffic Sources - BU Main Sites



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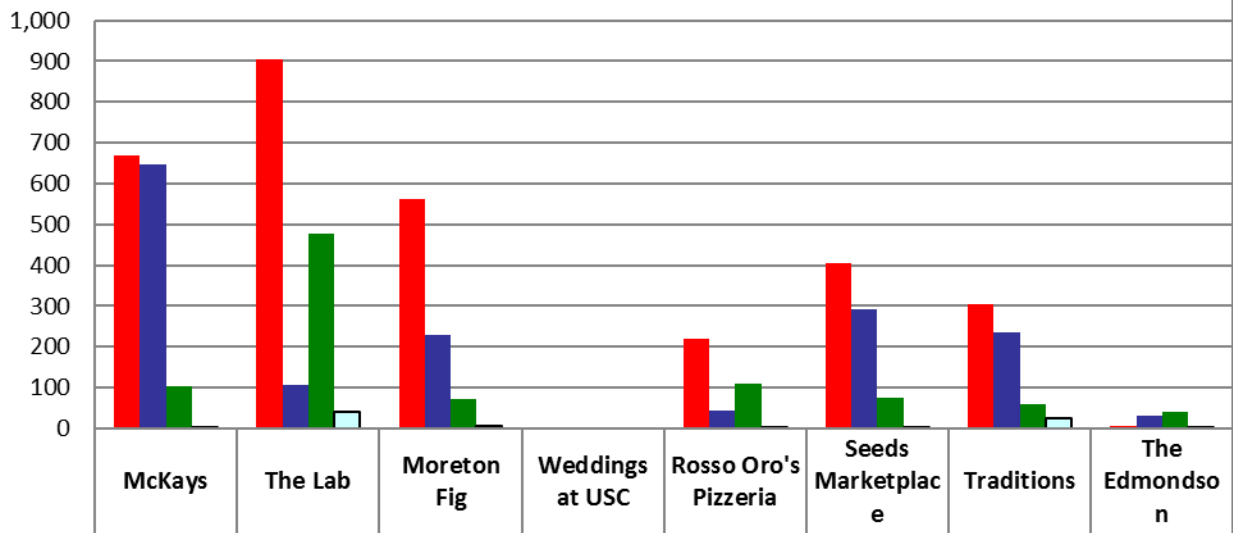
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Website Reports

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December 2016 Traffic Sources - HSP Micro Sites



■ Search Engine	668	903	561	0	221	405	305	6
■ Referring Sites	648	105	230	0	43	293	236	31
■ Direct Traffic	103	477	72	0	110	74	58	39
□ Campaigns	2	39	7	0	1	2	24	4

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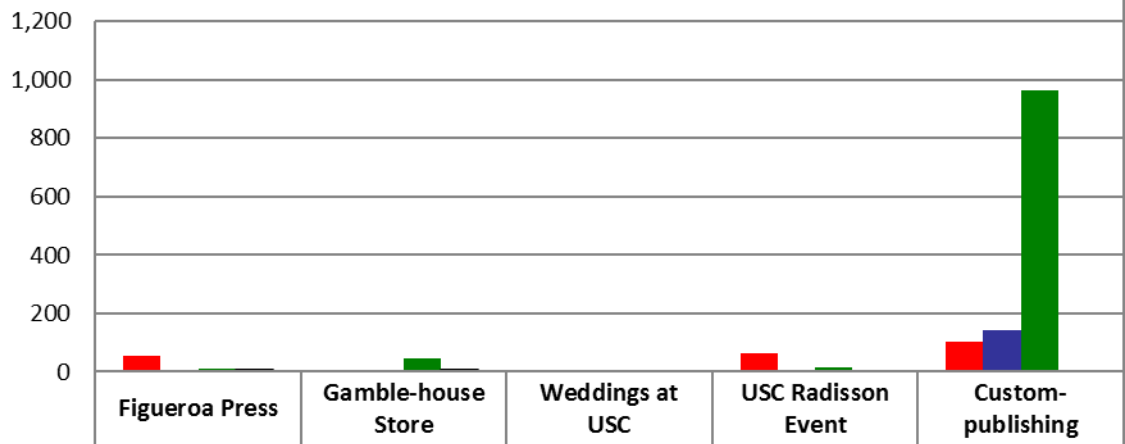
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Website Reports

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December 2016 Traffic Sources - Other Sites



■ Search Engine	54	4	0	64	103
■ Referring Sites	7	5	0	5	143
■ Direct Traffic	9	47	0	16	965
□ Campaigns	1	4	0	0	0

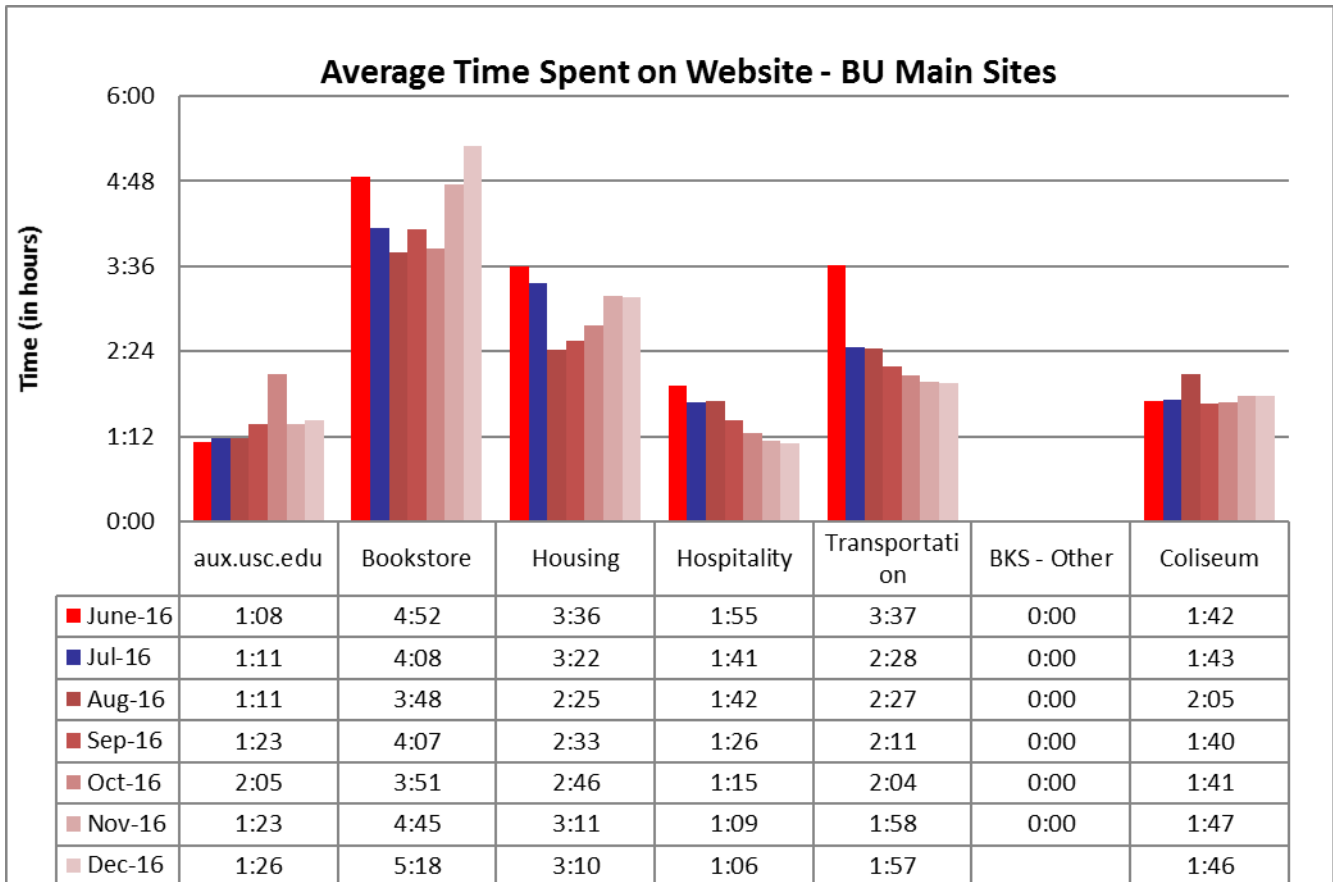
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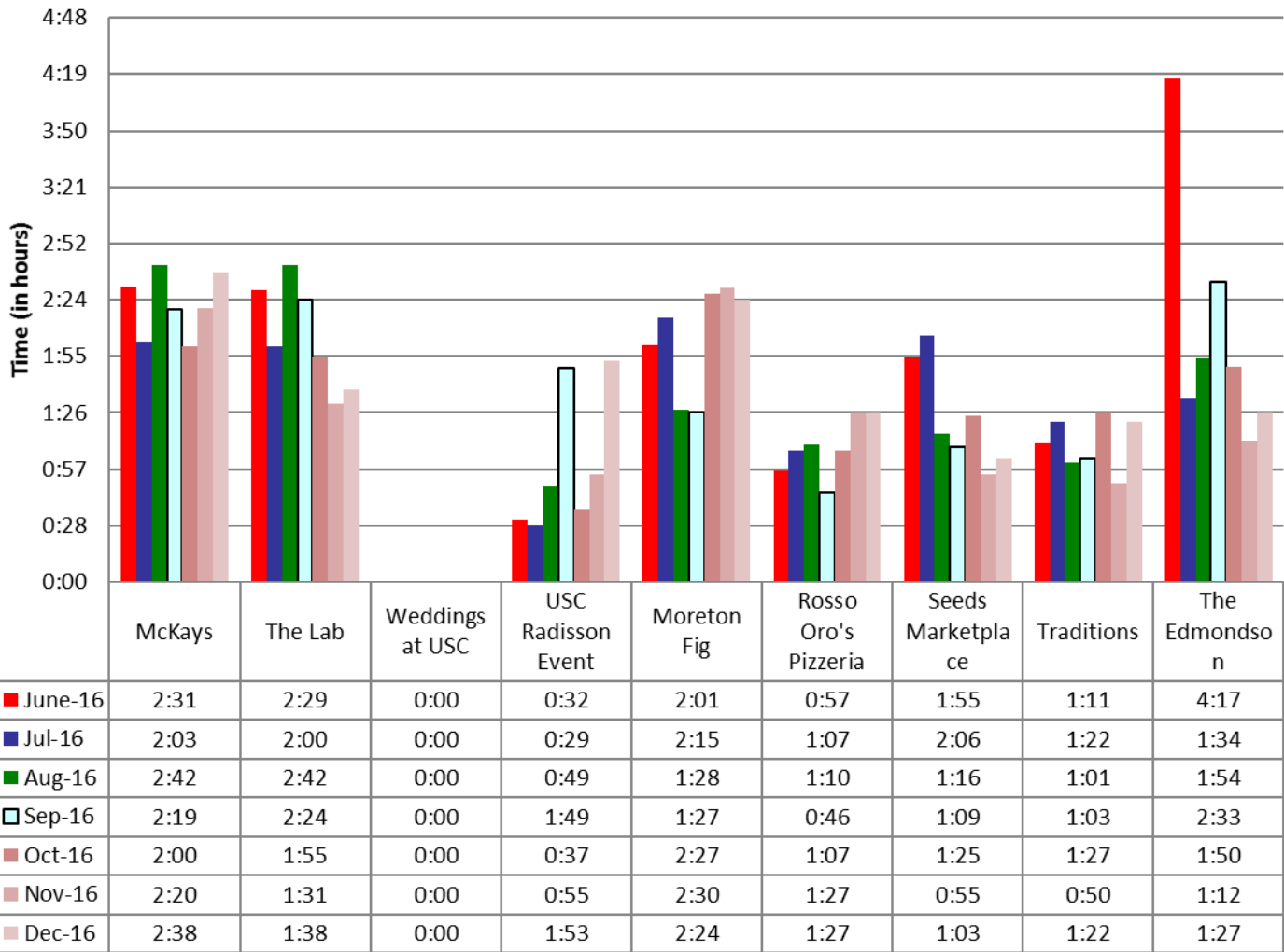
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Average Time Spent on Website - HSP Micro Sites



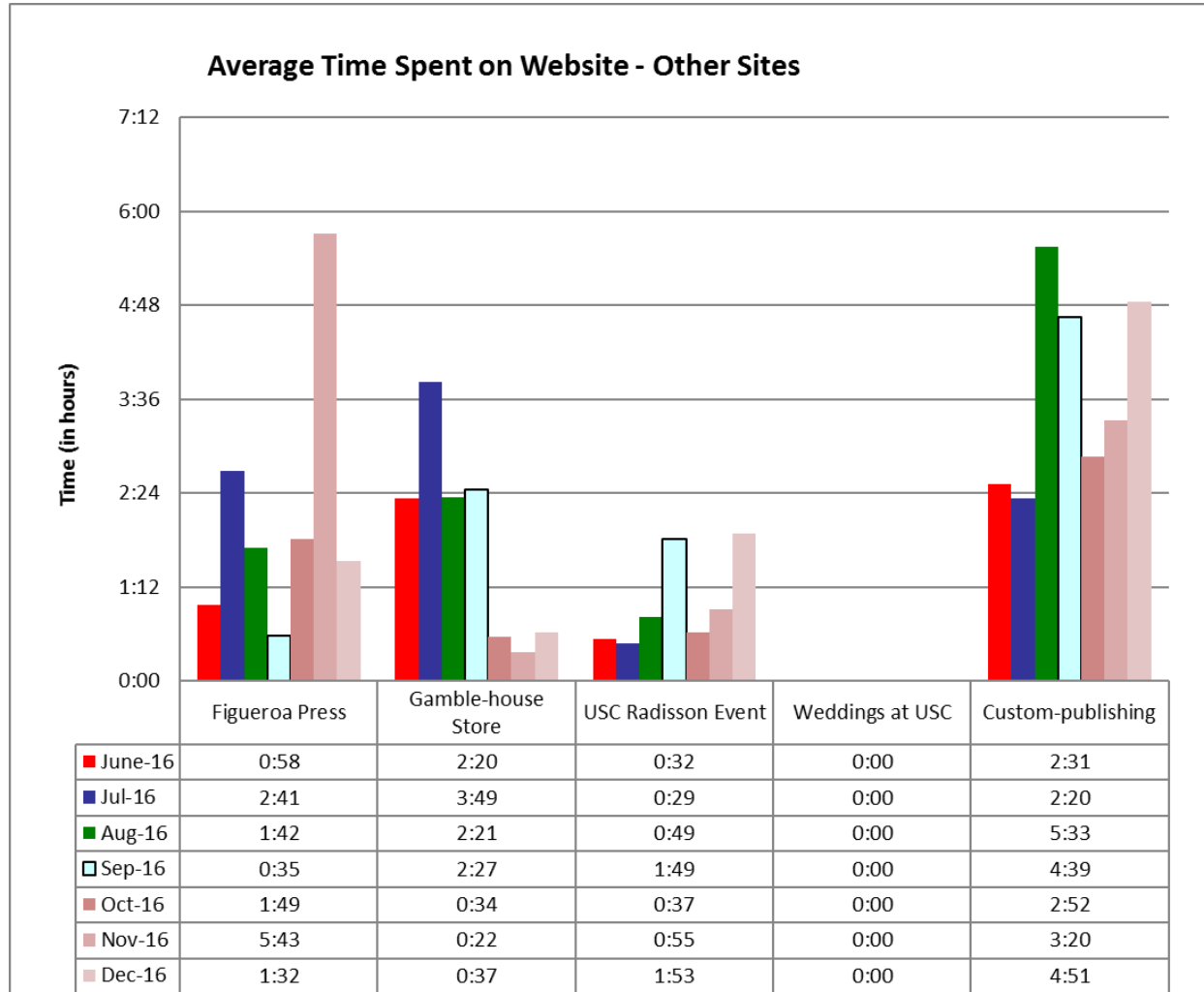
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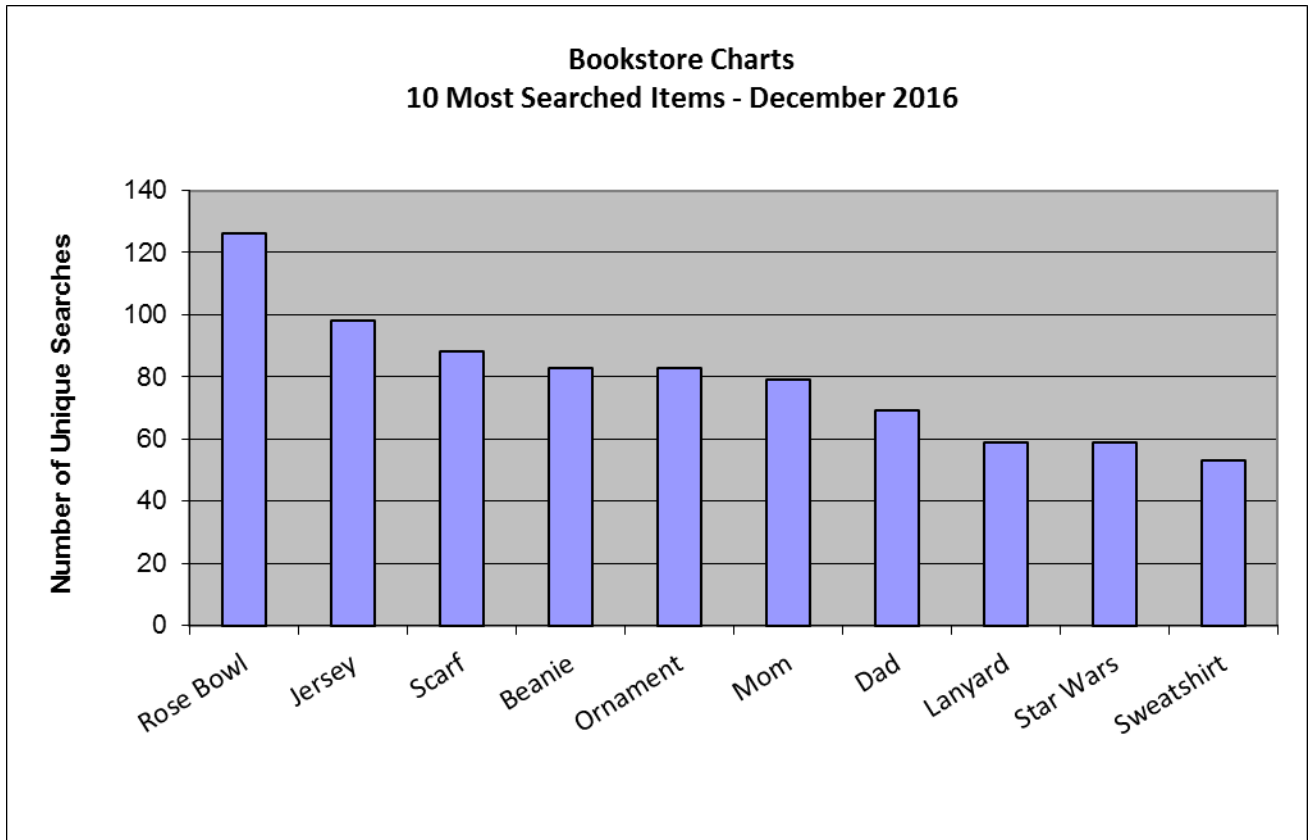
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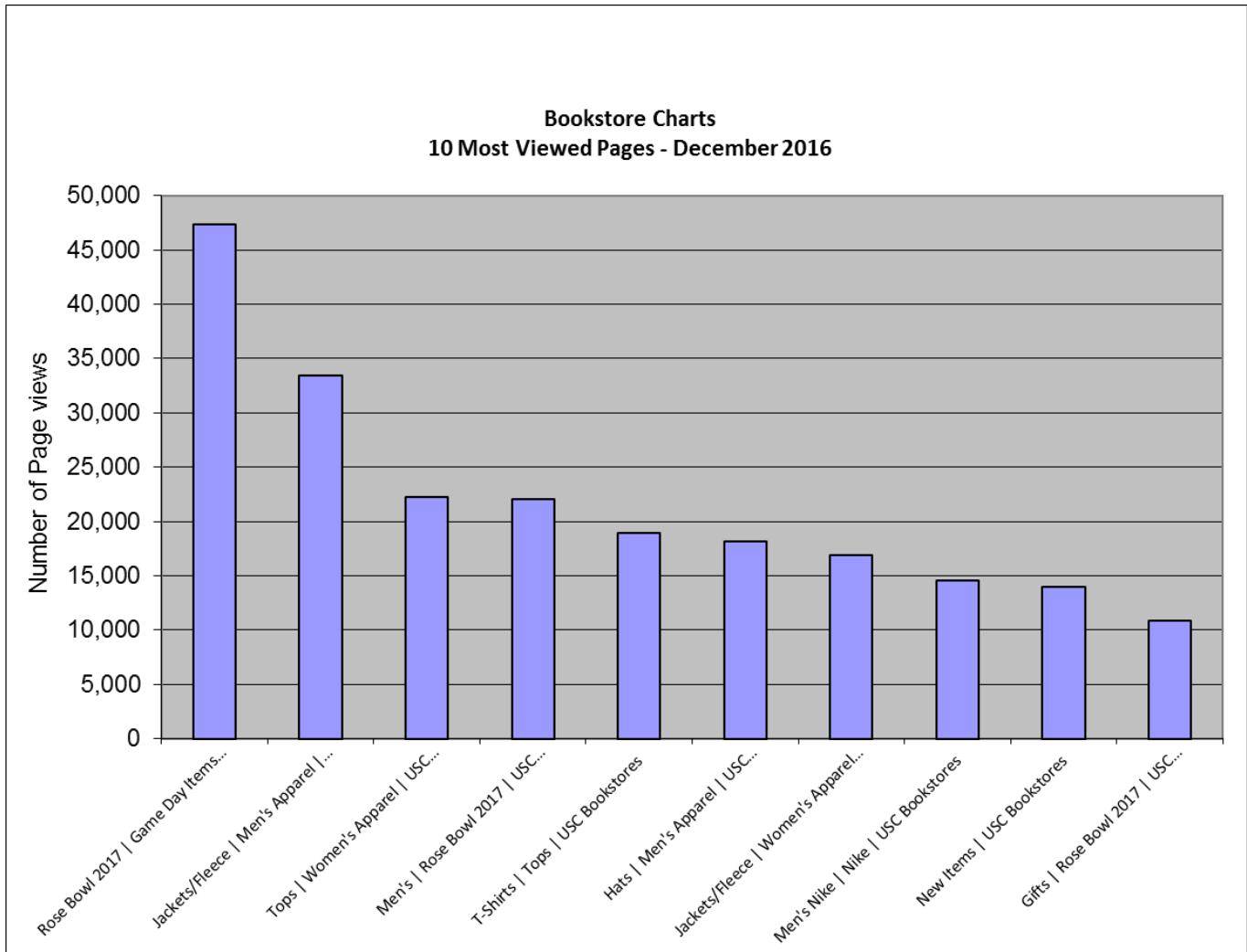
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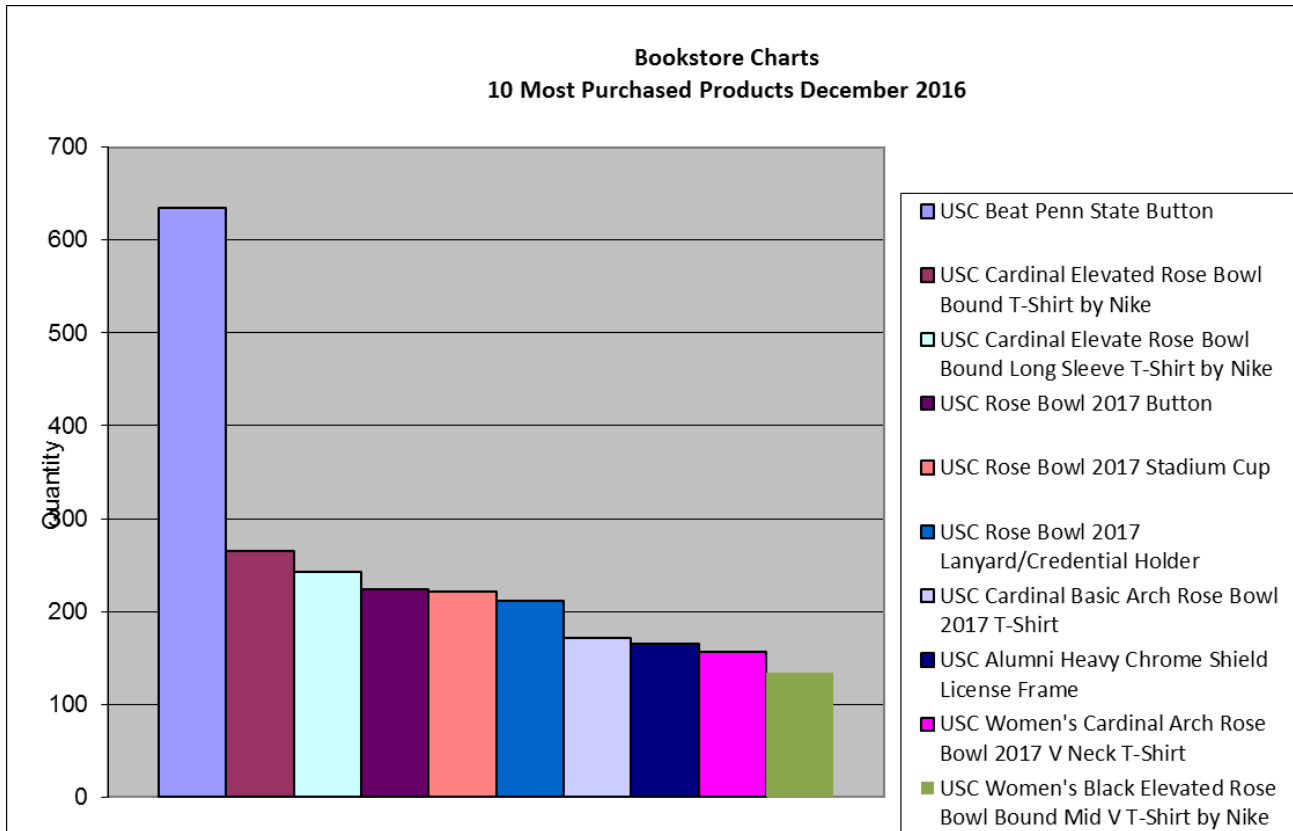
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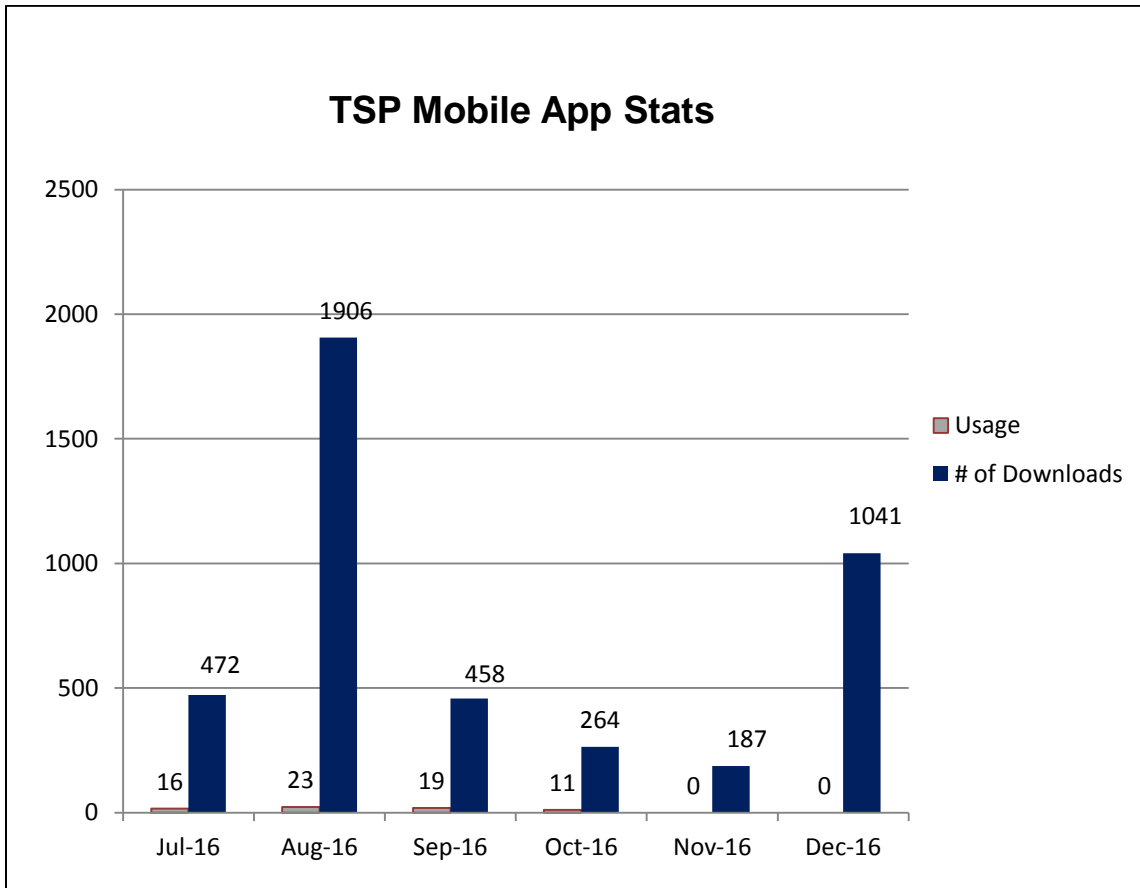
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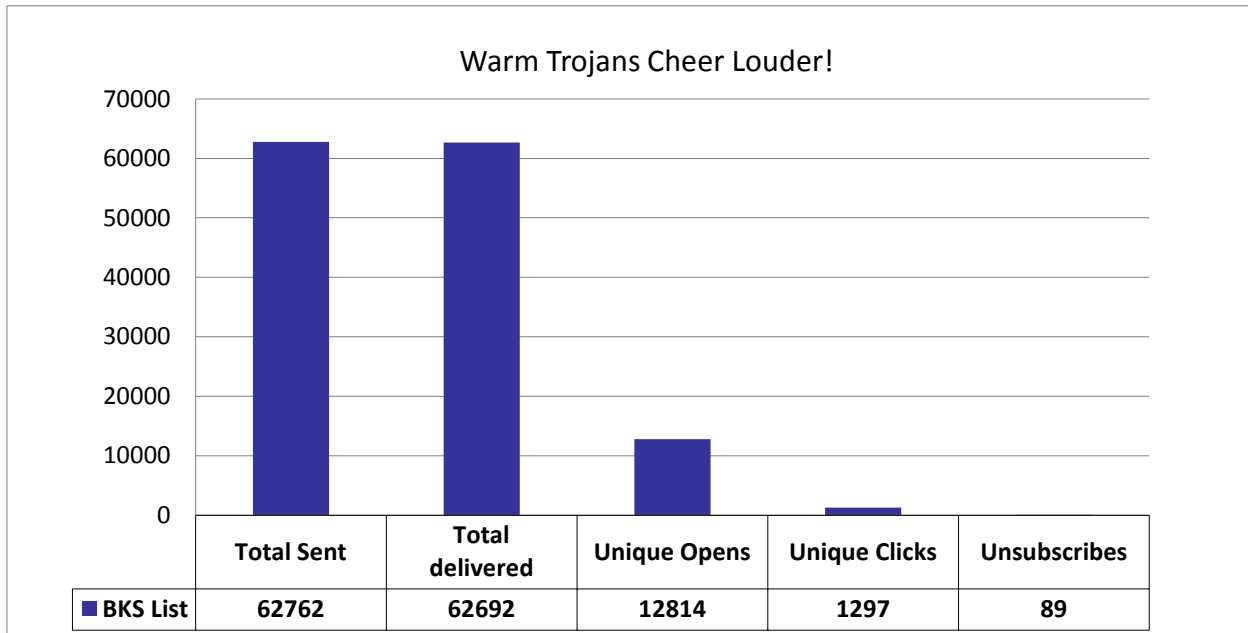
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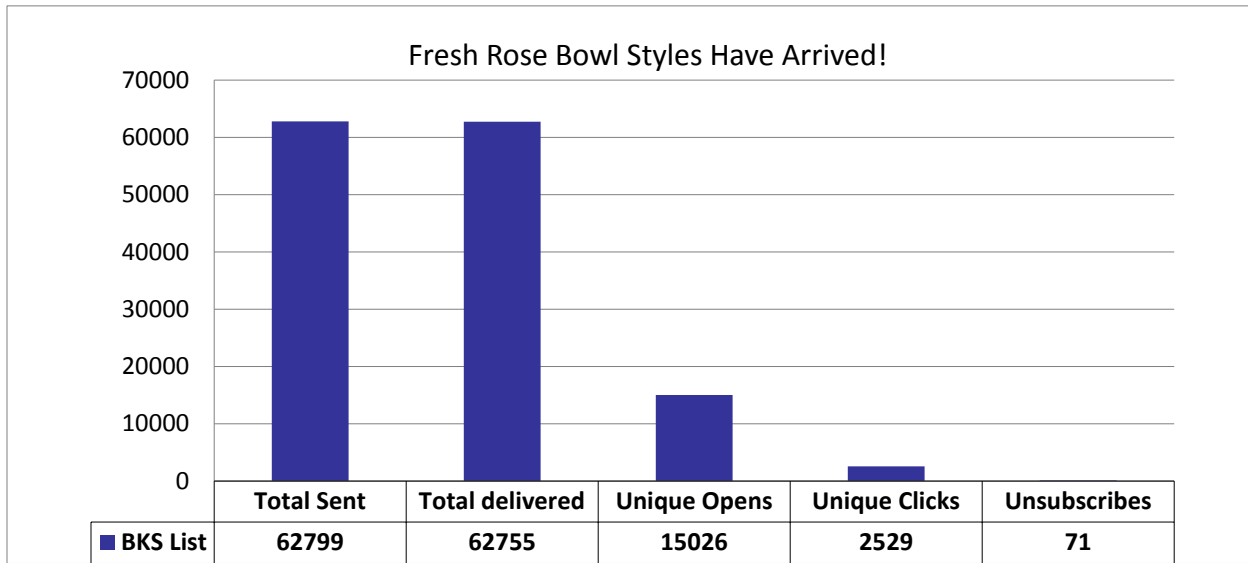
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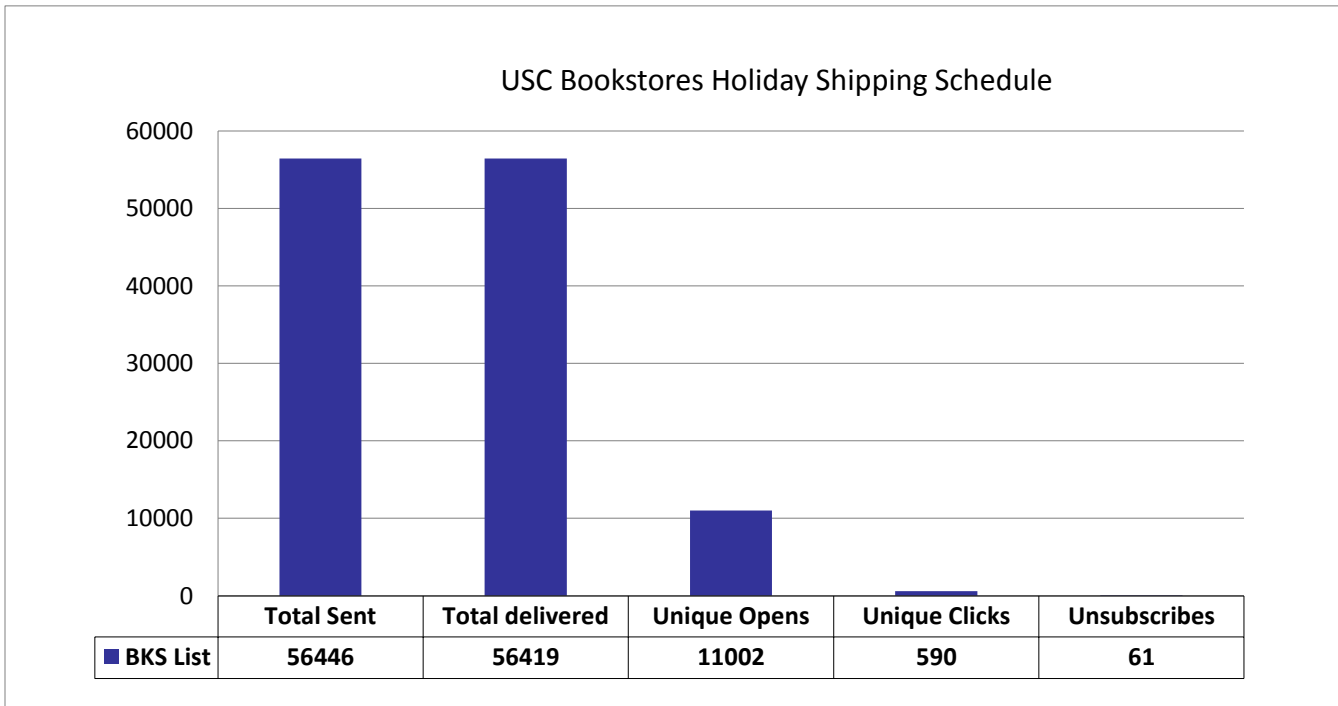
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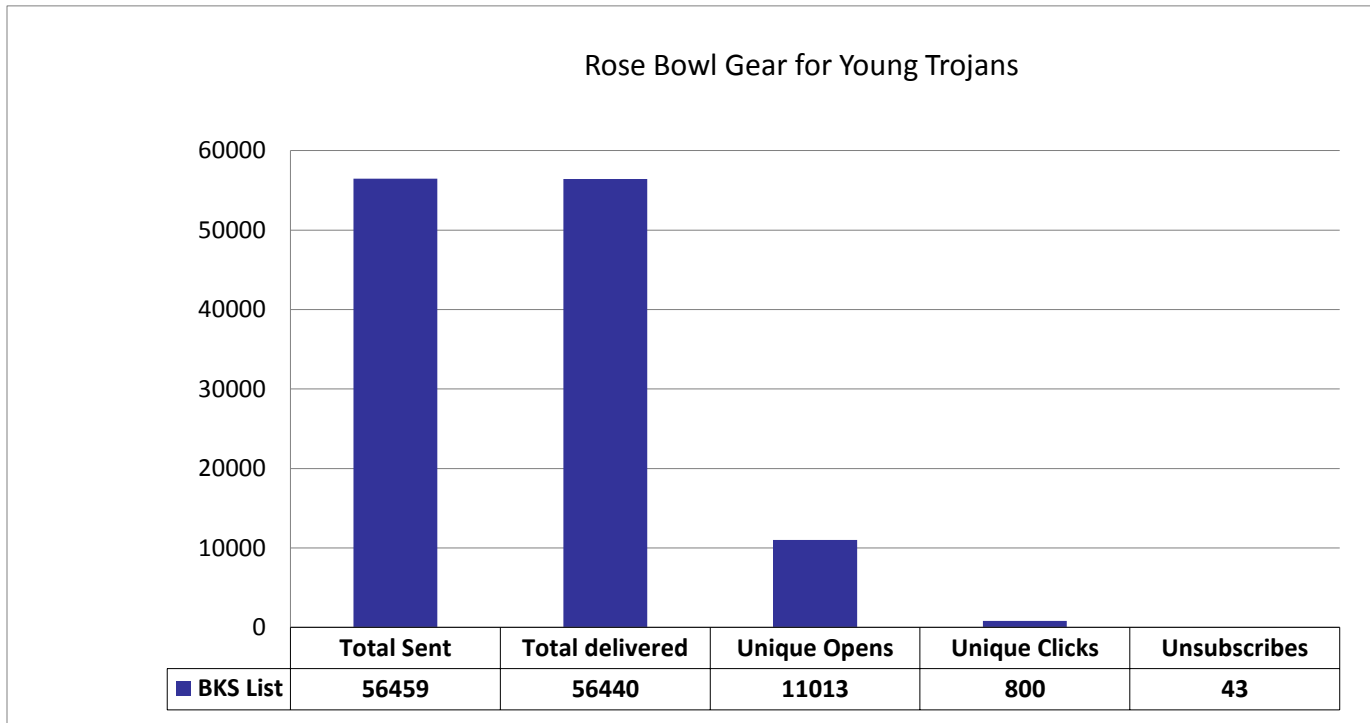
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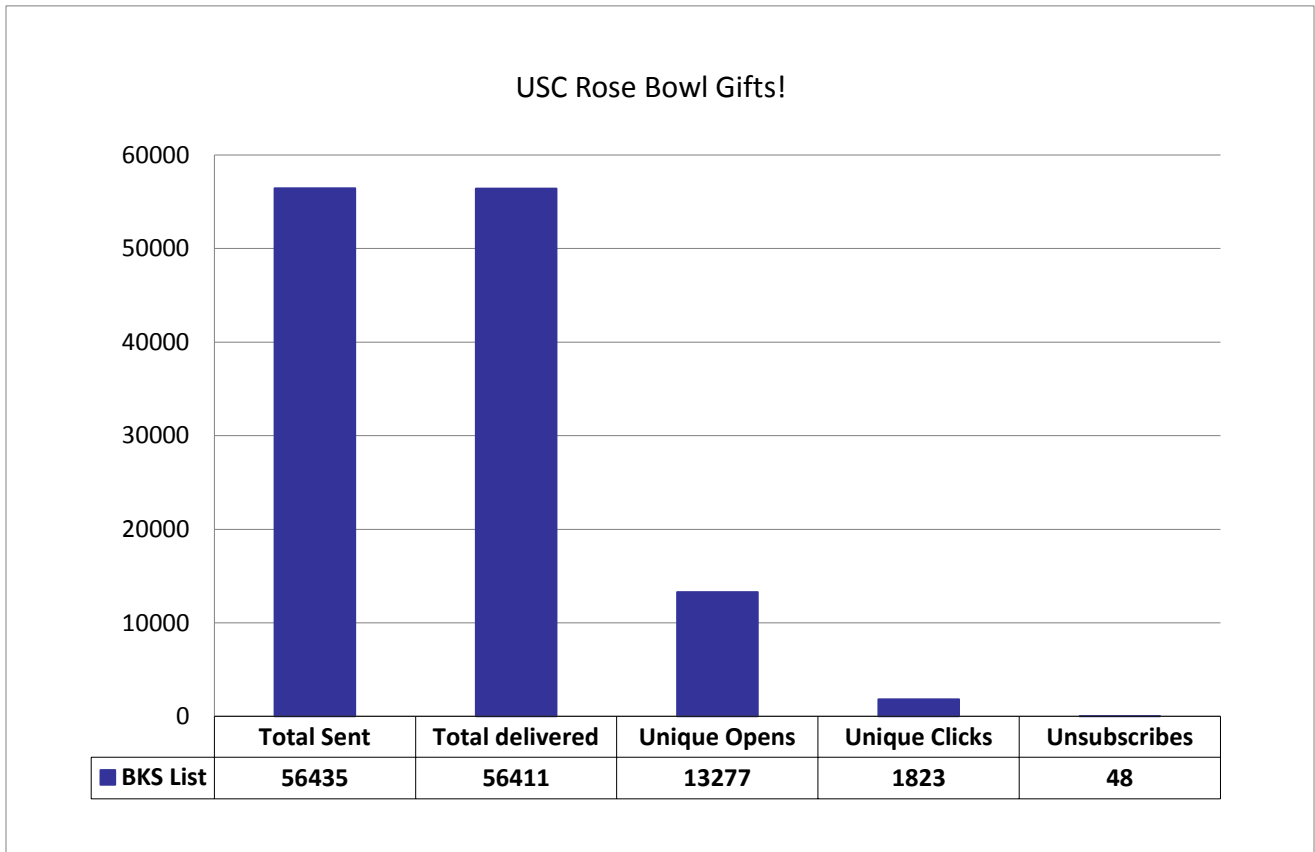
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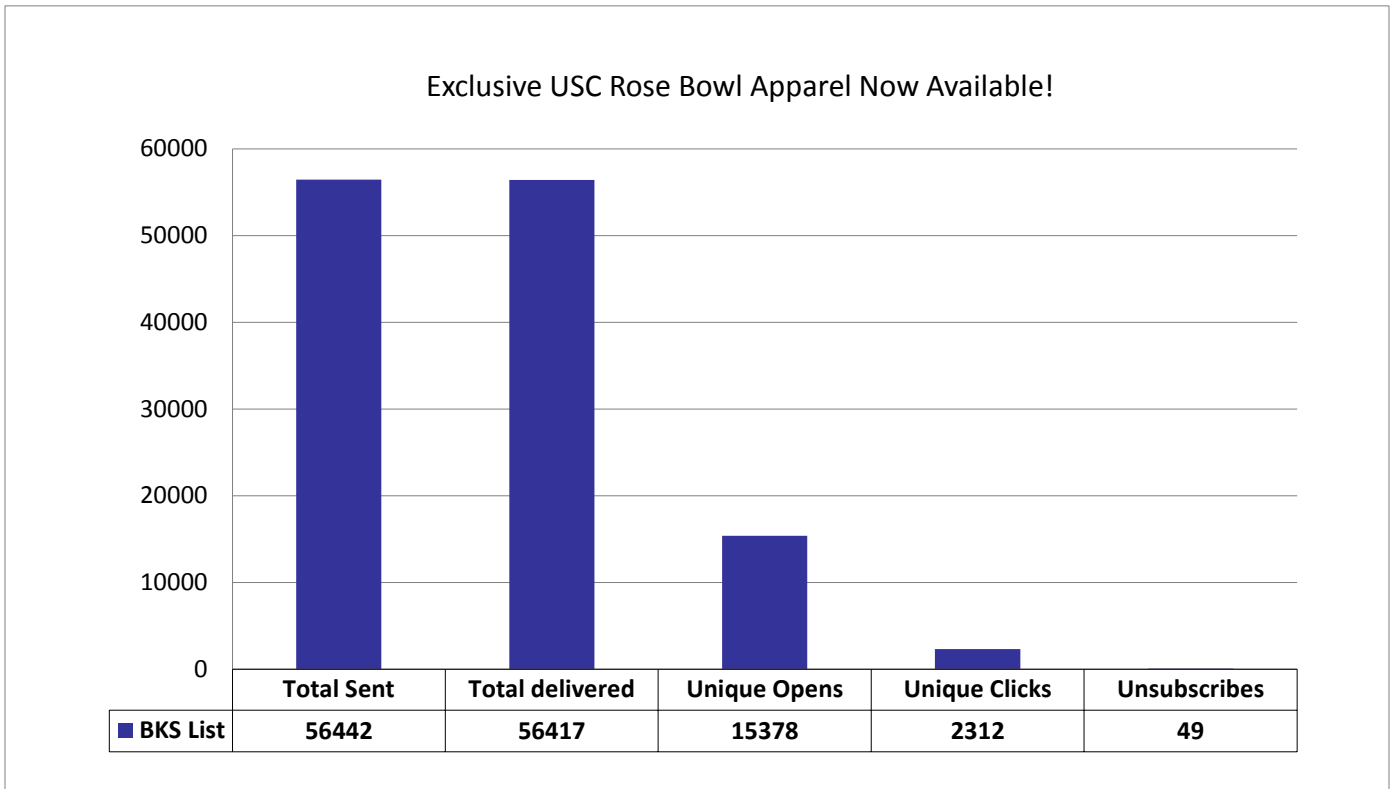
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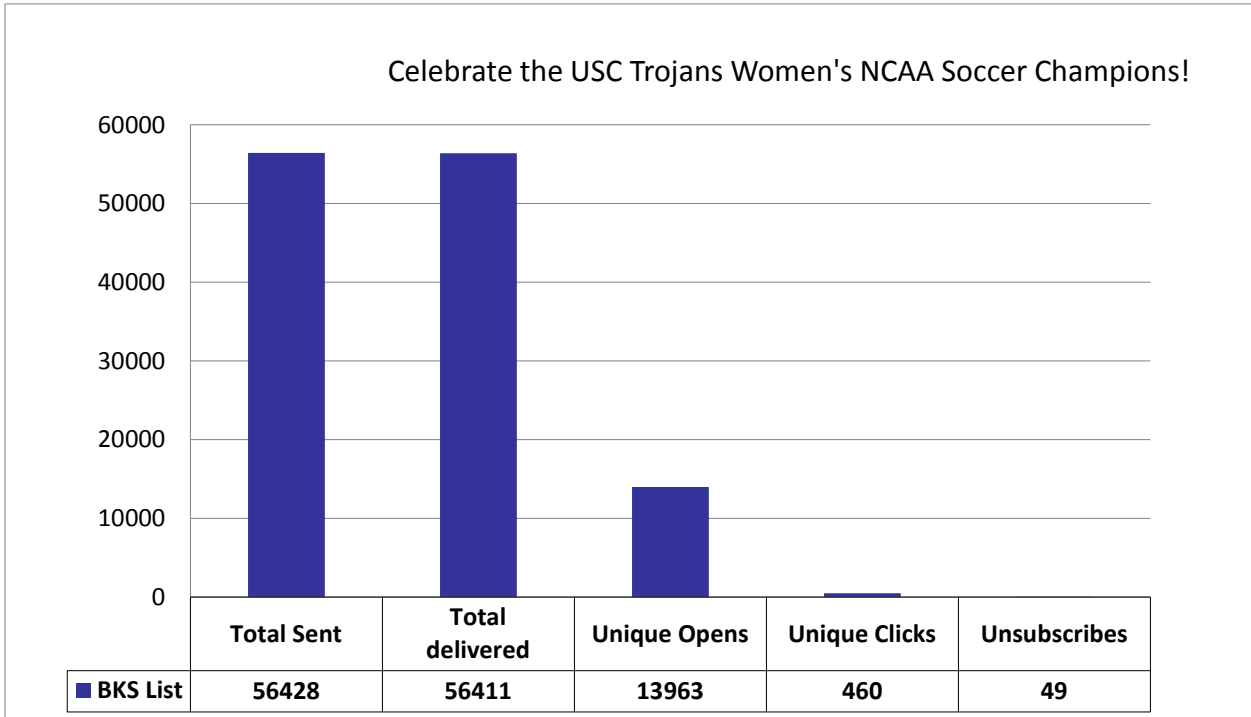
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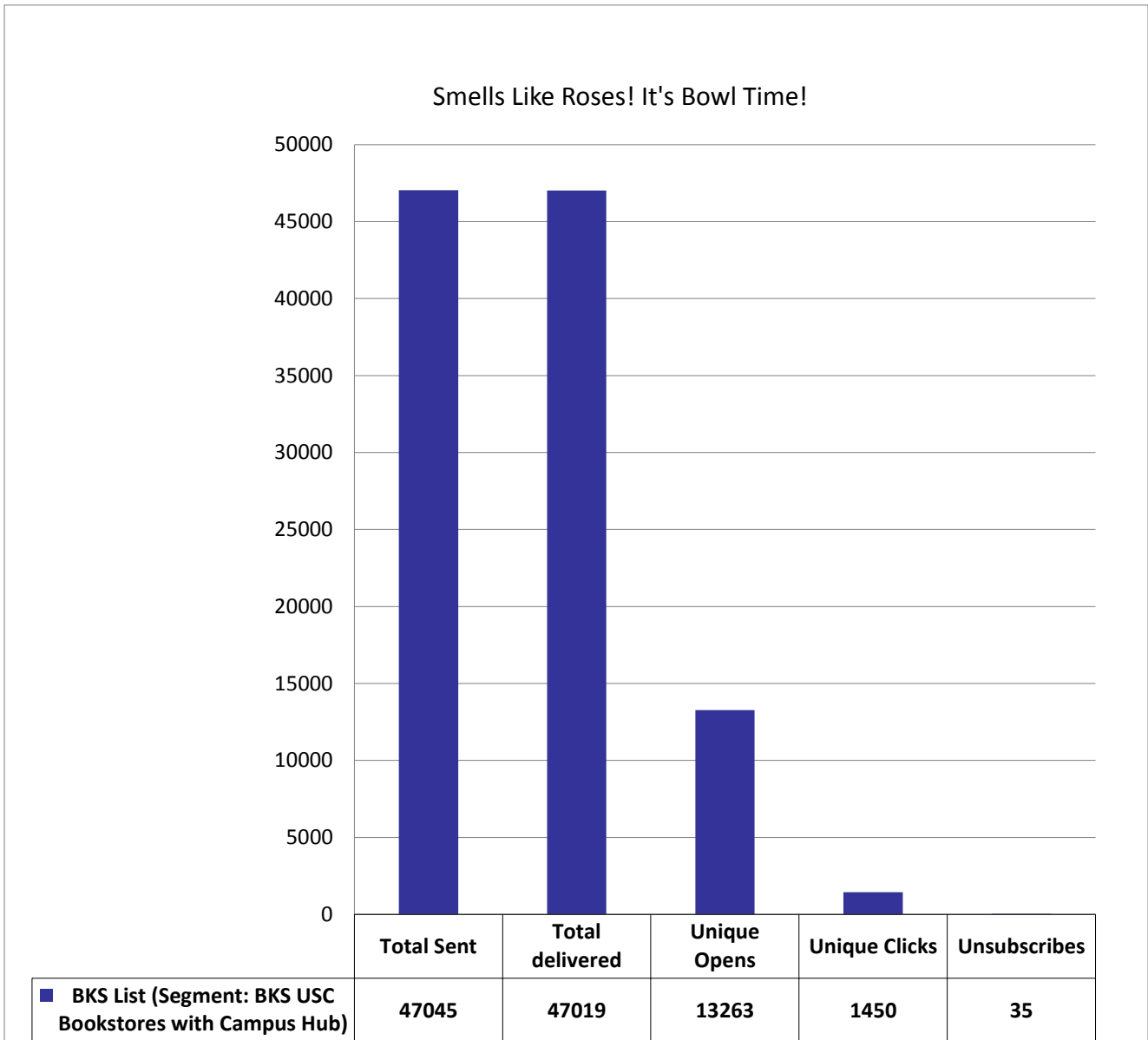
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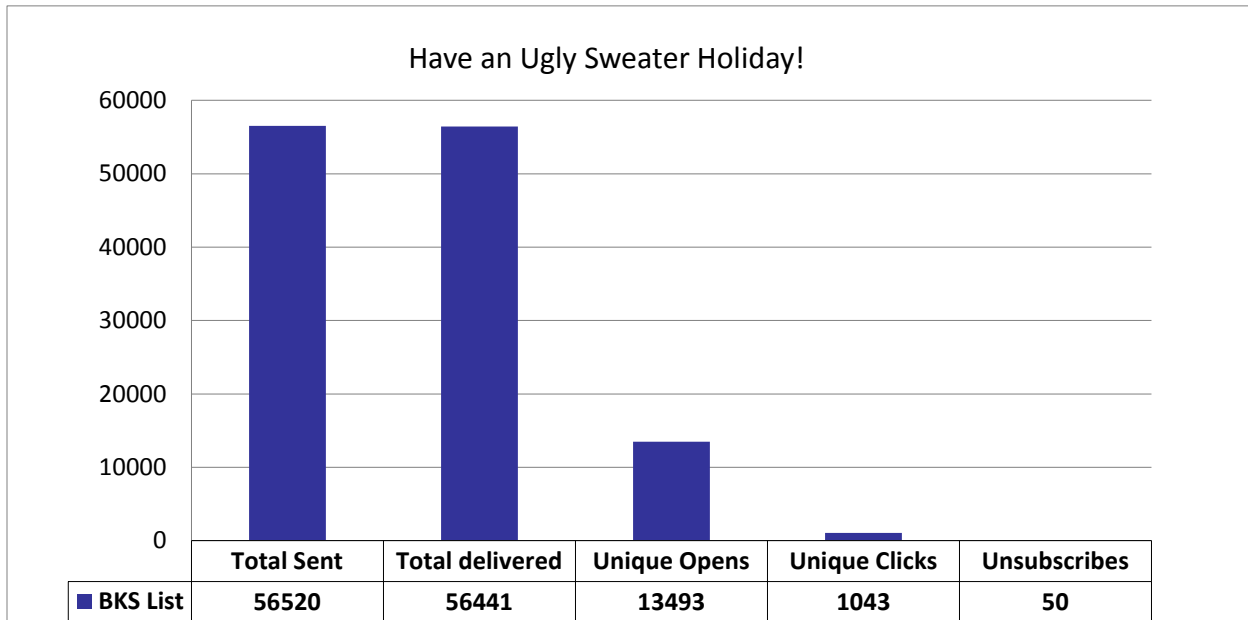
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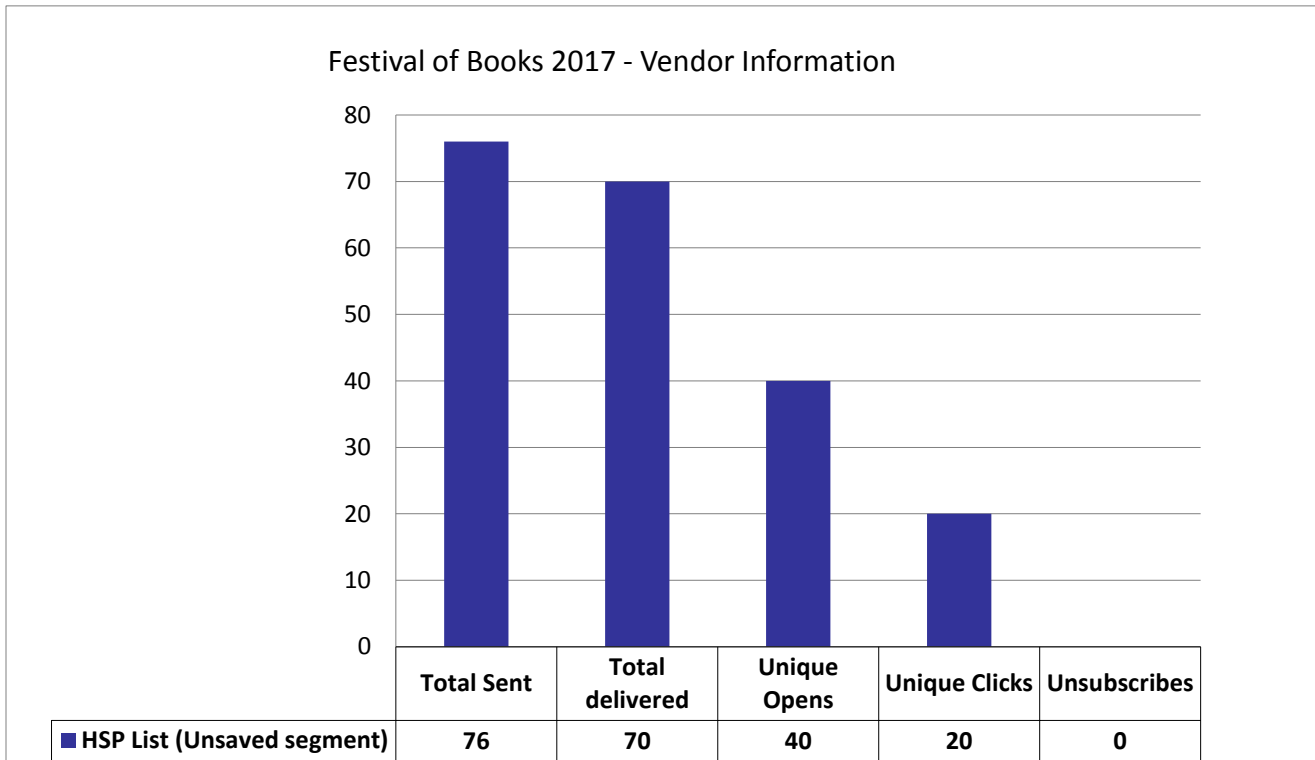
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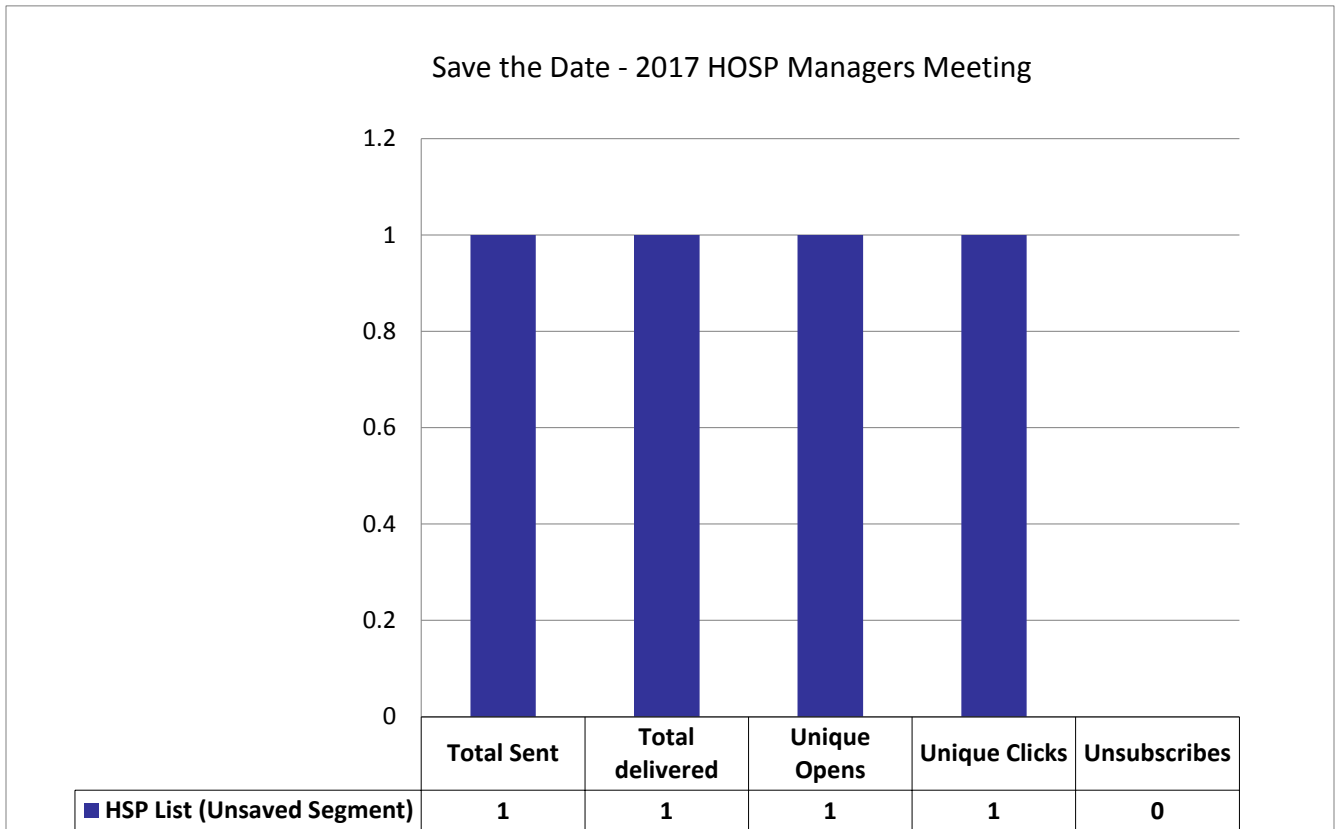
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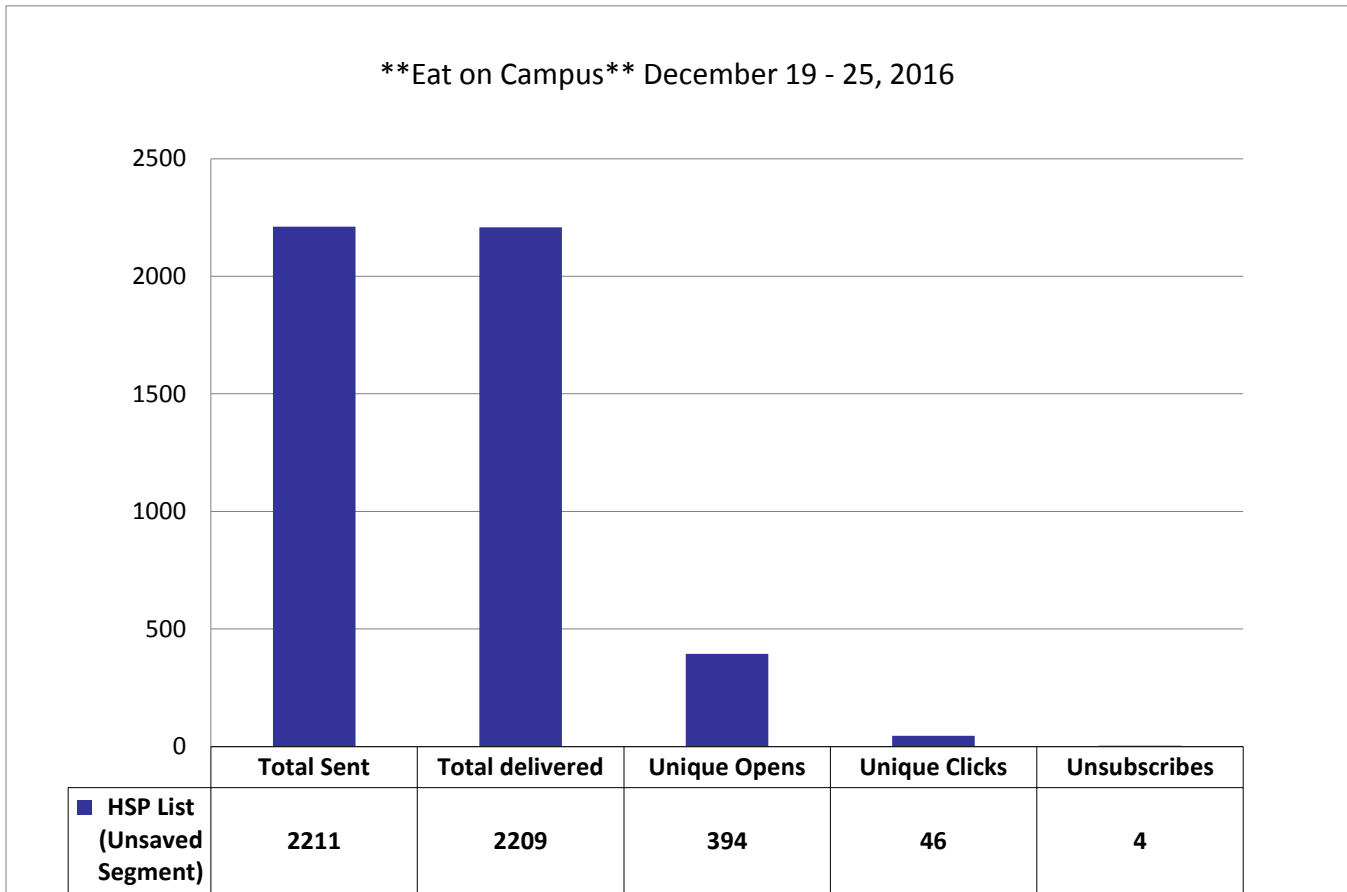
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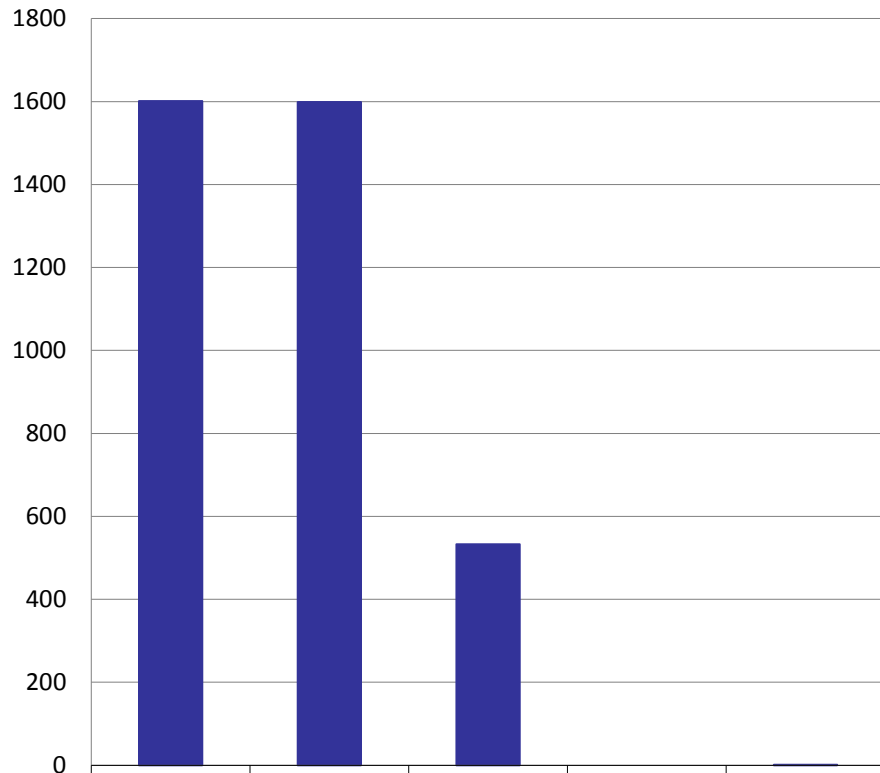
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Reminder: University Club of USC - Employee Holiday Fund - Donations requested by Monday



	Total Sent	Total delivered	Unique Opens	Unique Clicks	Unsubscribes
■ HSP List (Segment: University Club E-Newsletter)	1601	1599	533	0	1

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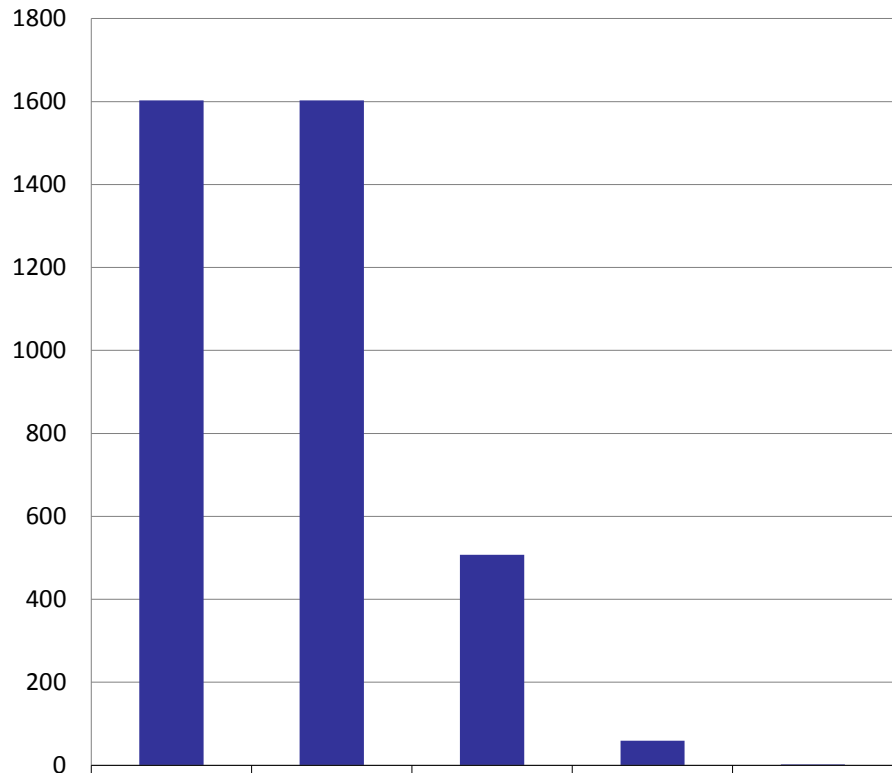
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Dundon-Berchtold University Club - This Week - December 12, 2016



	Total Sent	Total delivered	Unique Opens	Unique Clicks	Unsubscribes
■ HSP List (Segment: University Club E-Newsletter)	1603	1603	507	59	2

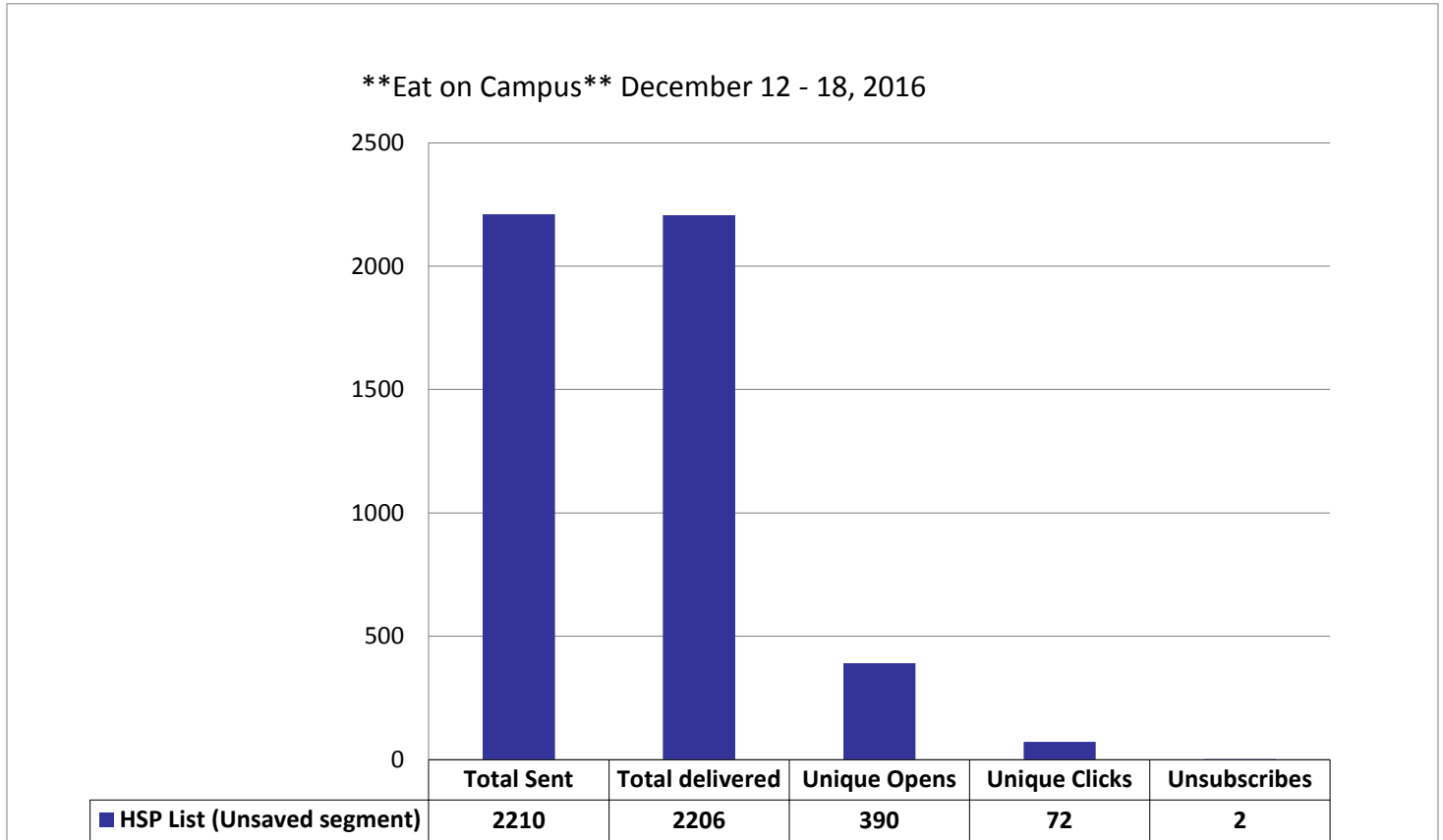
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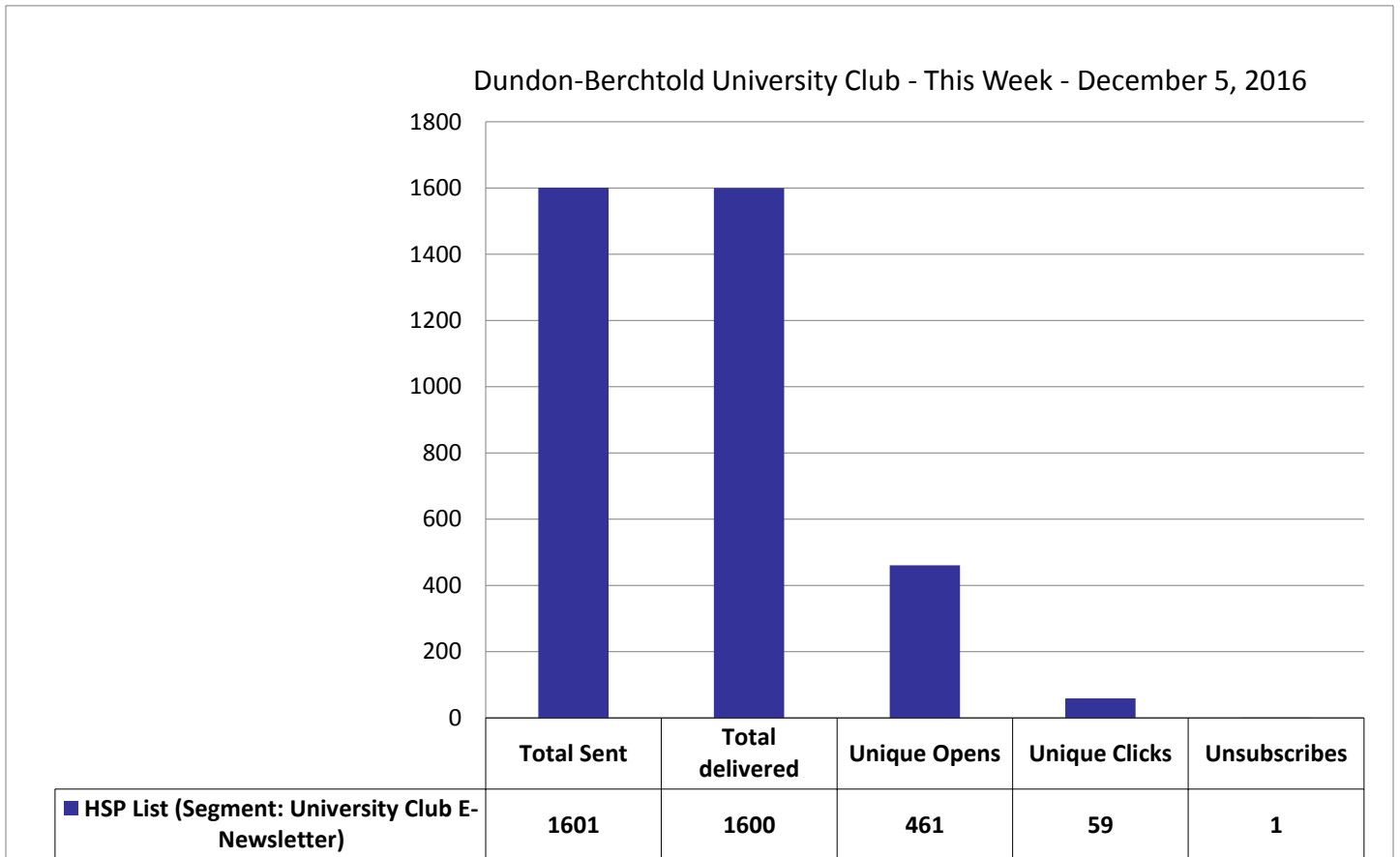
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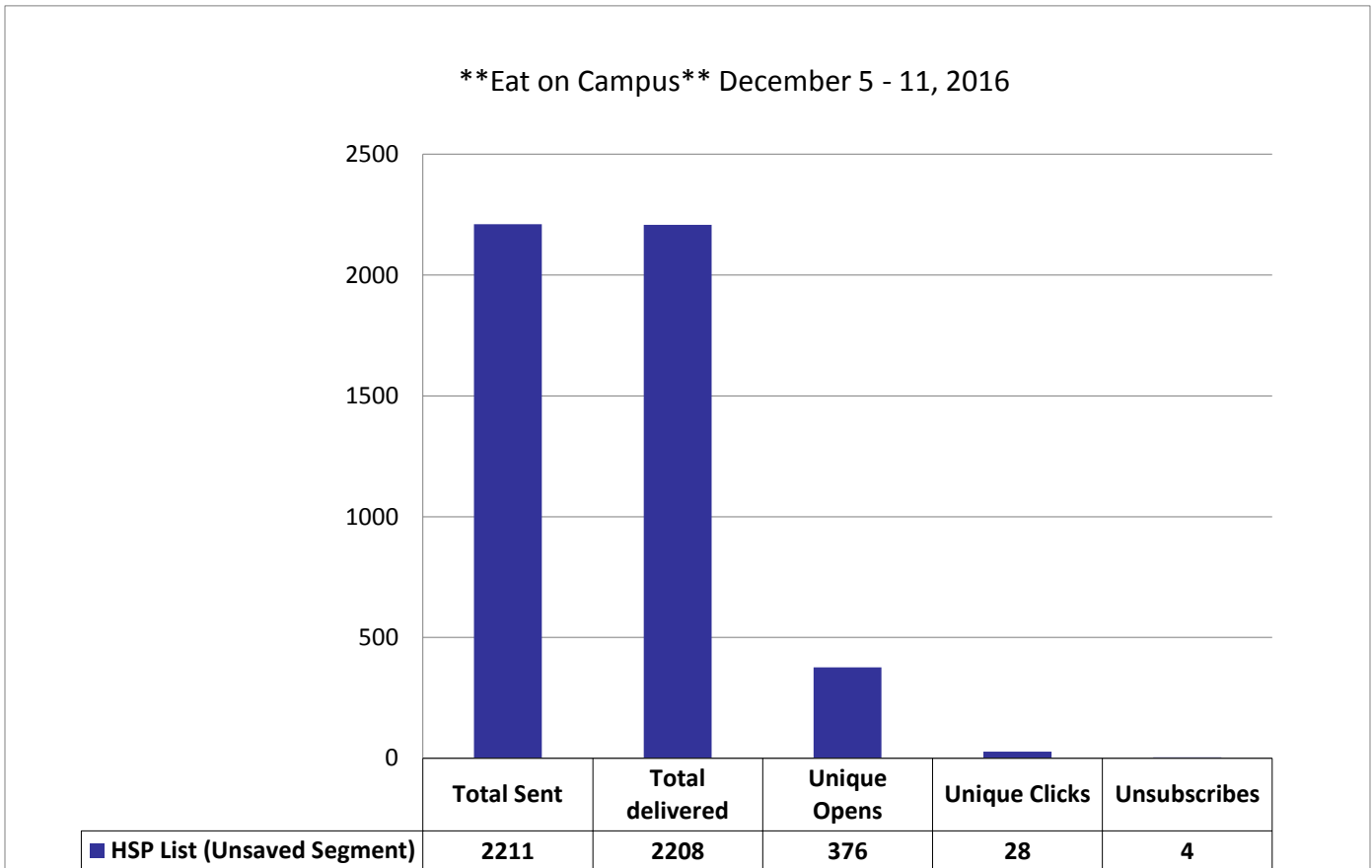
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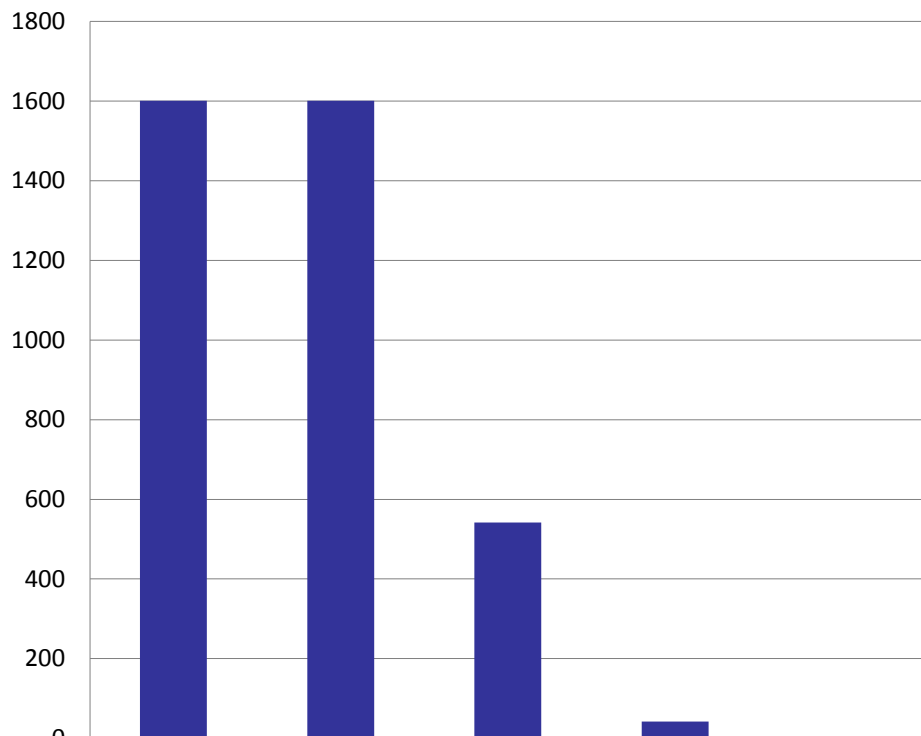
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December 2016

Reminder: University Club of USC - Employee Holiday Fund - Donations requested by Monday



	Total Sent	Total delivered	Unique Opens	Unique Clicks	Unsubscribes
■ HSP List (Segment: University Club E-Newsletter)	1601	1601	542	42	0

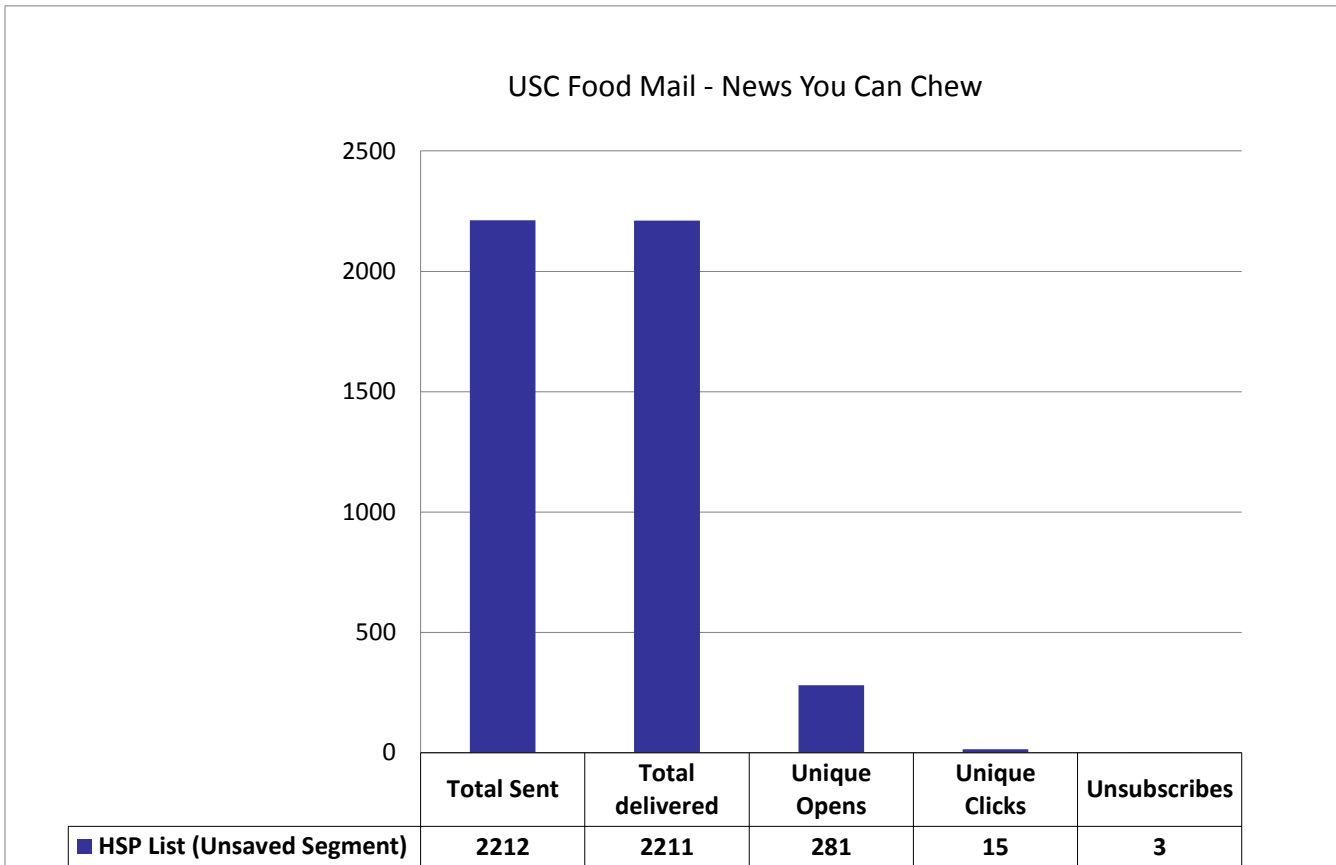
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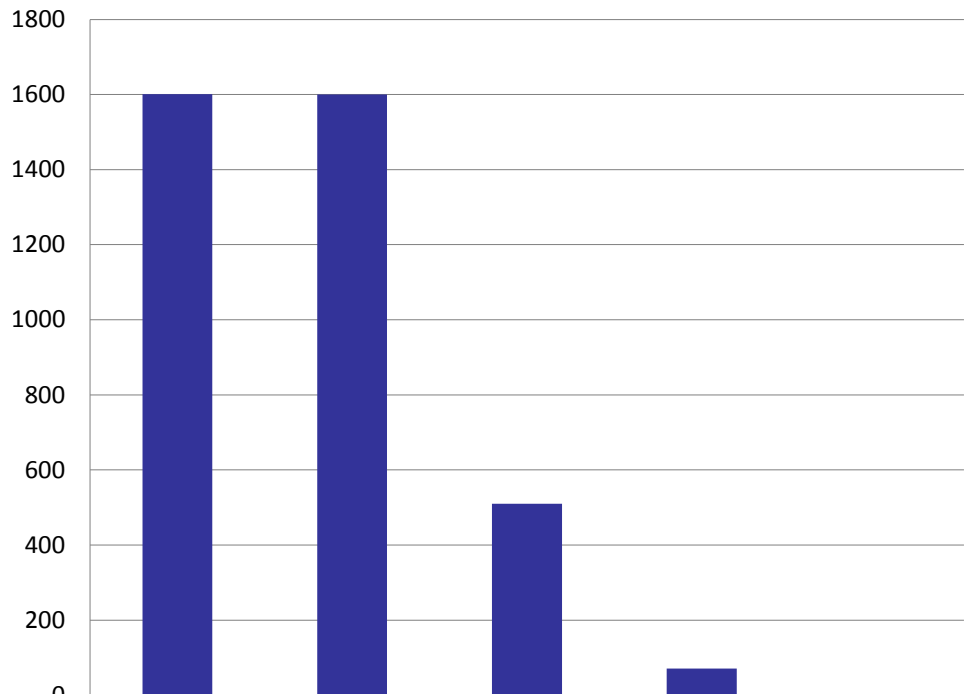
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Dundon-Berchtold University Club of USC Newsletter: December 1, 2016



■ HSP List (Segment: University Club E-Newsletter)

Total Sent	Total delivered	Unique Opens	Unique Clicks	Unsubscribes
1601	1600	510	71	1

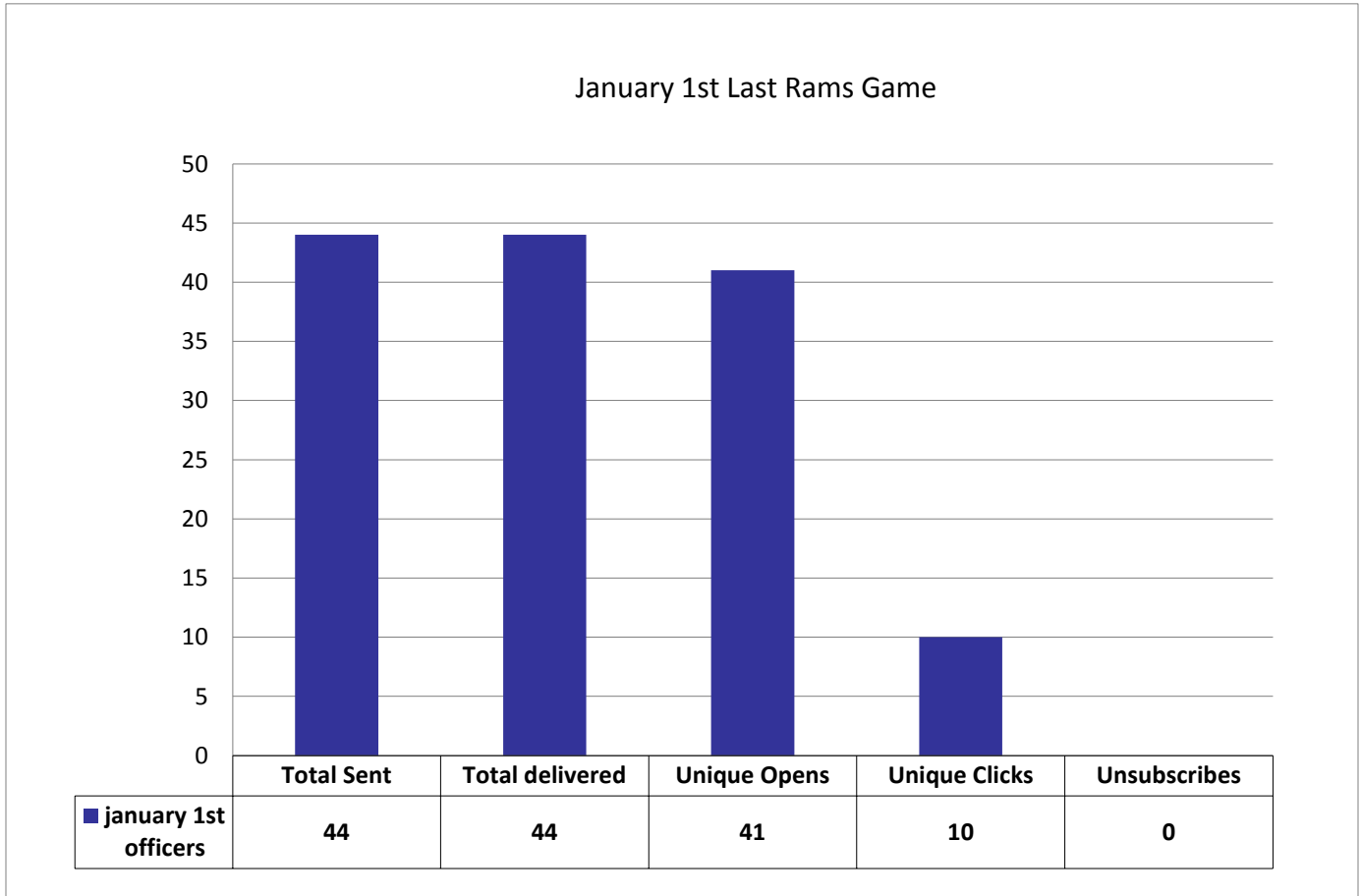
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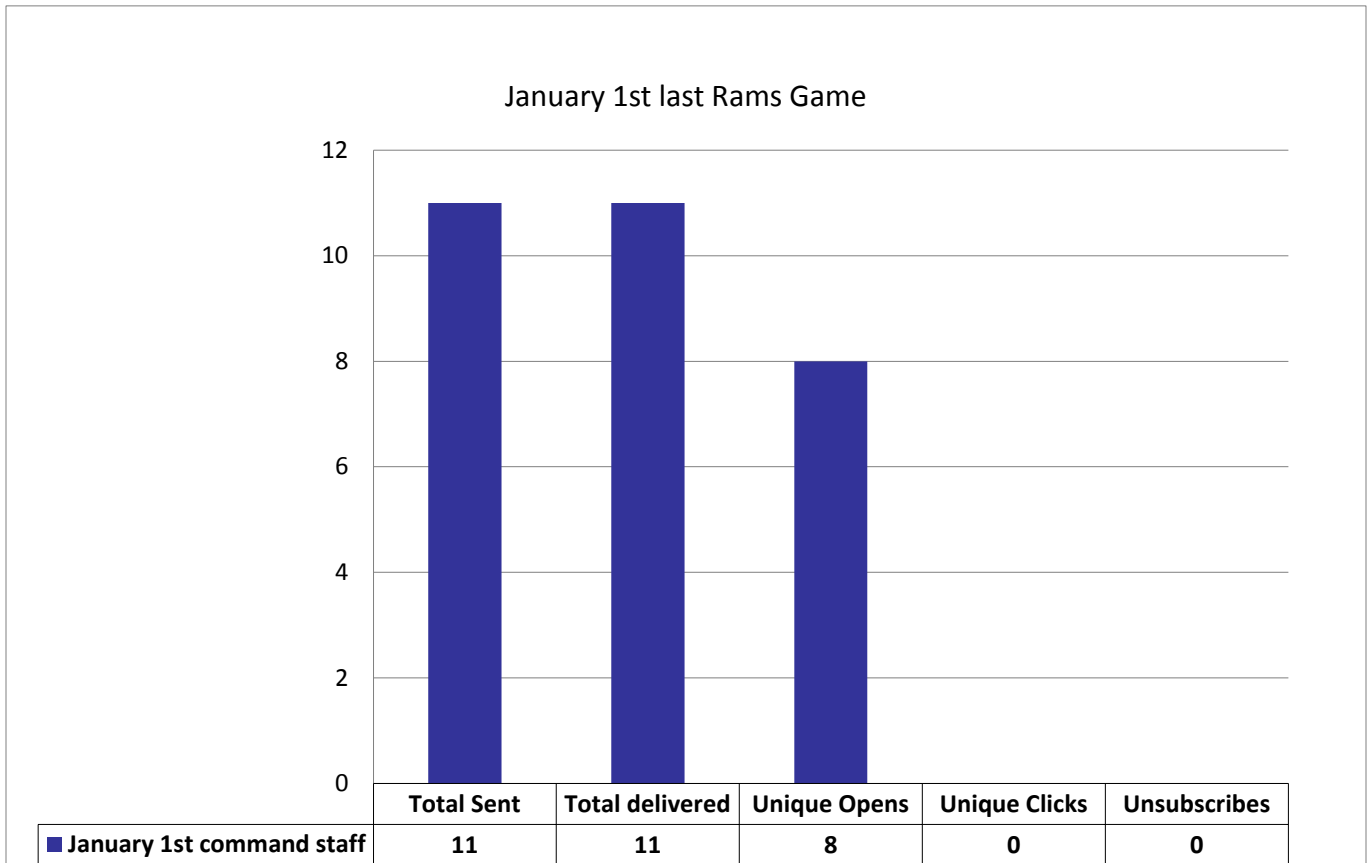
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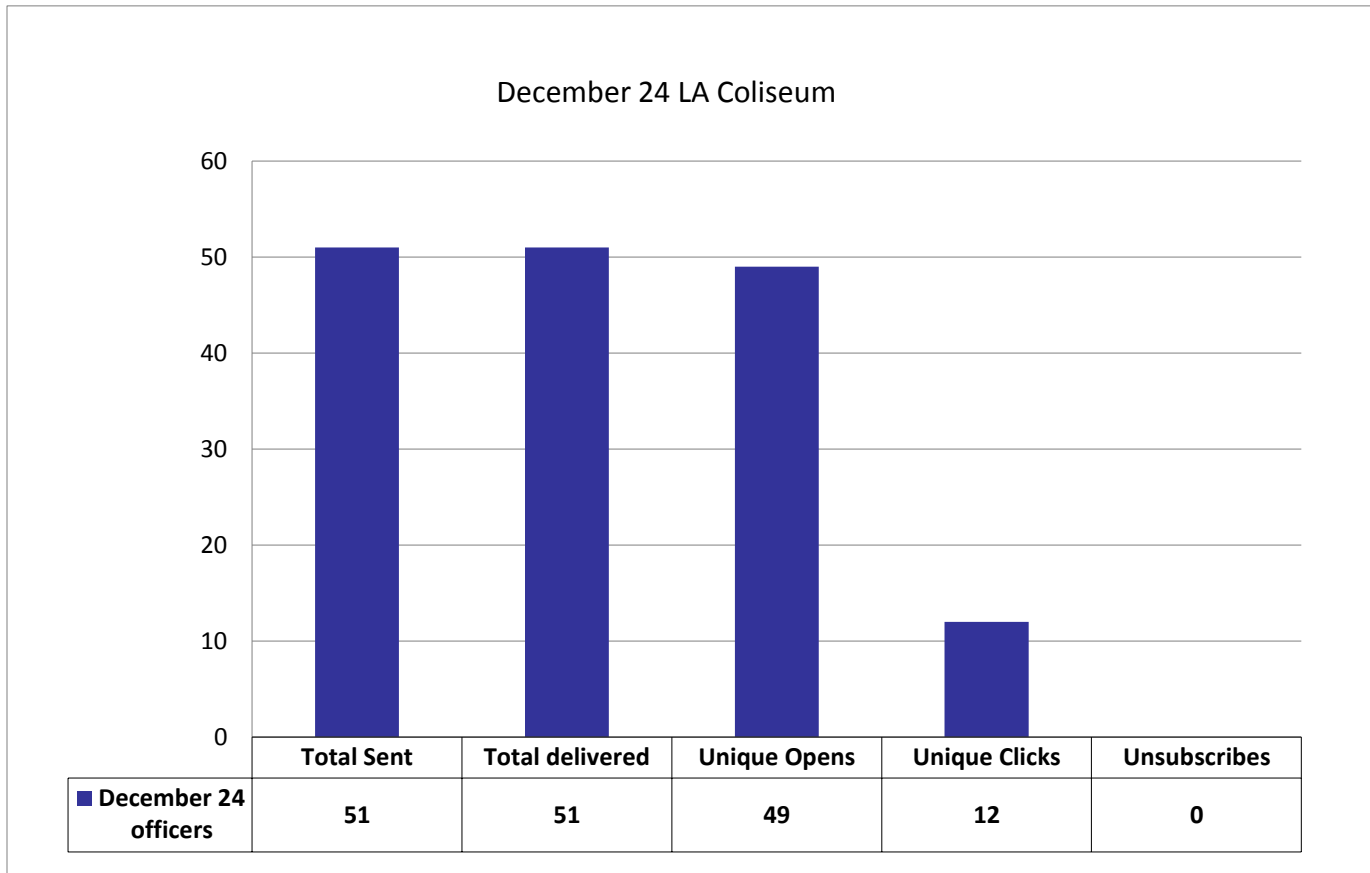
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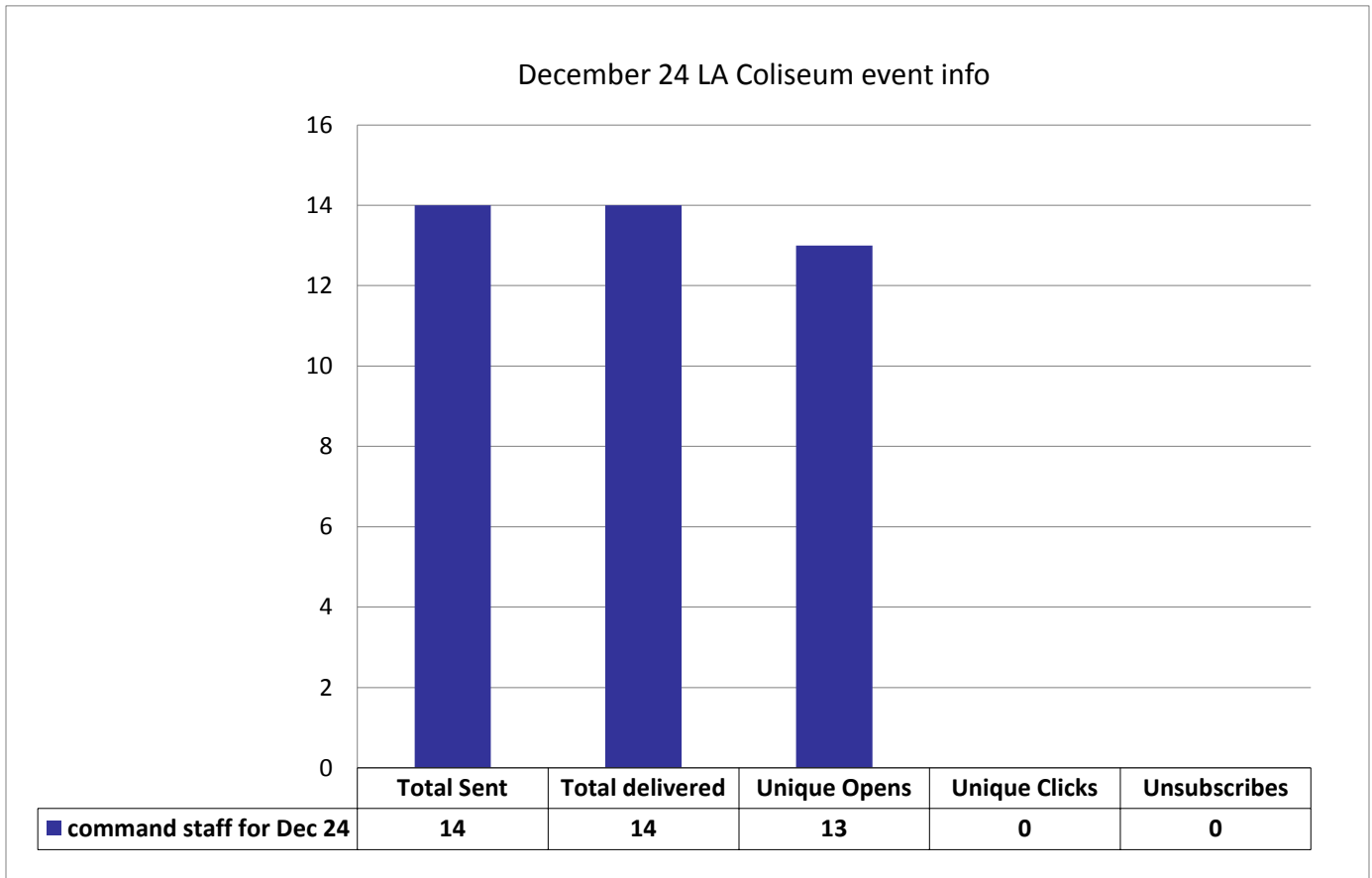
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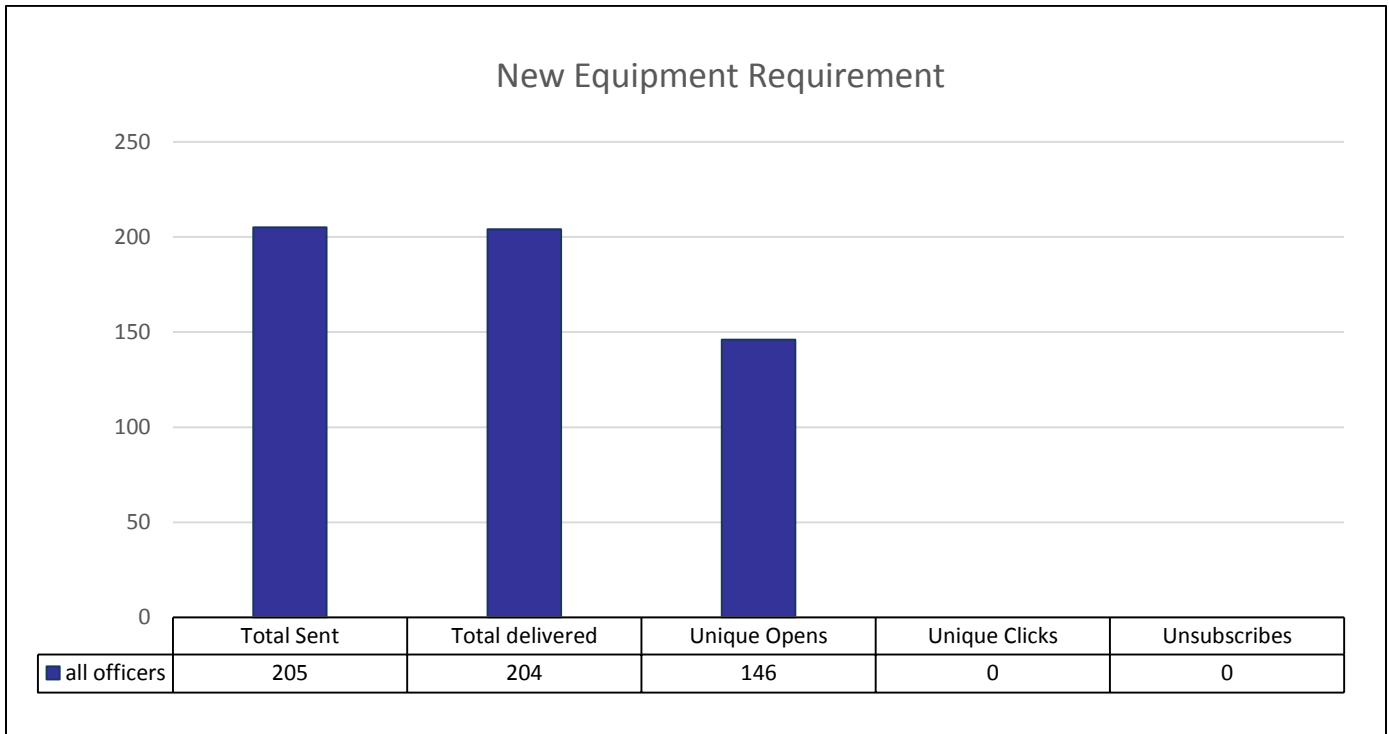
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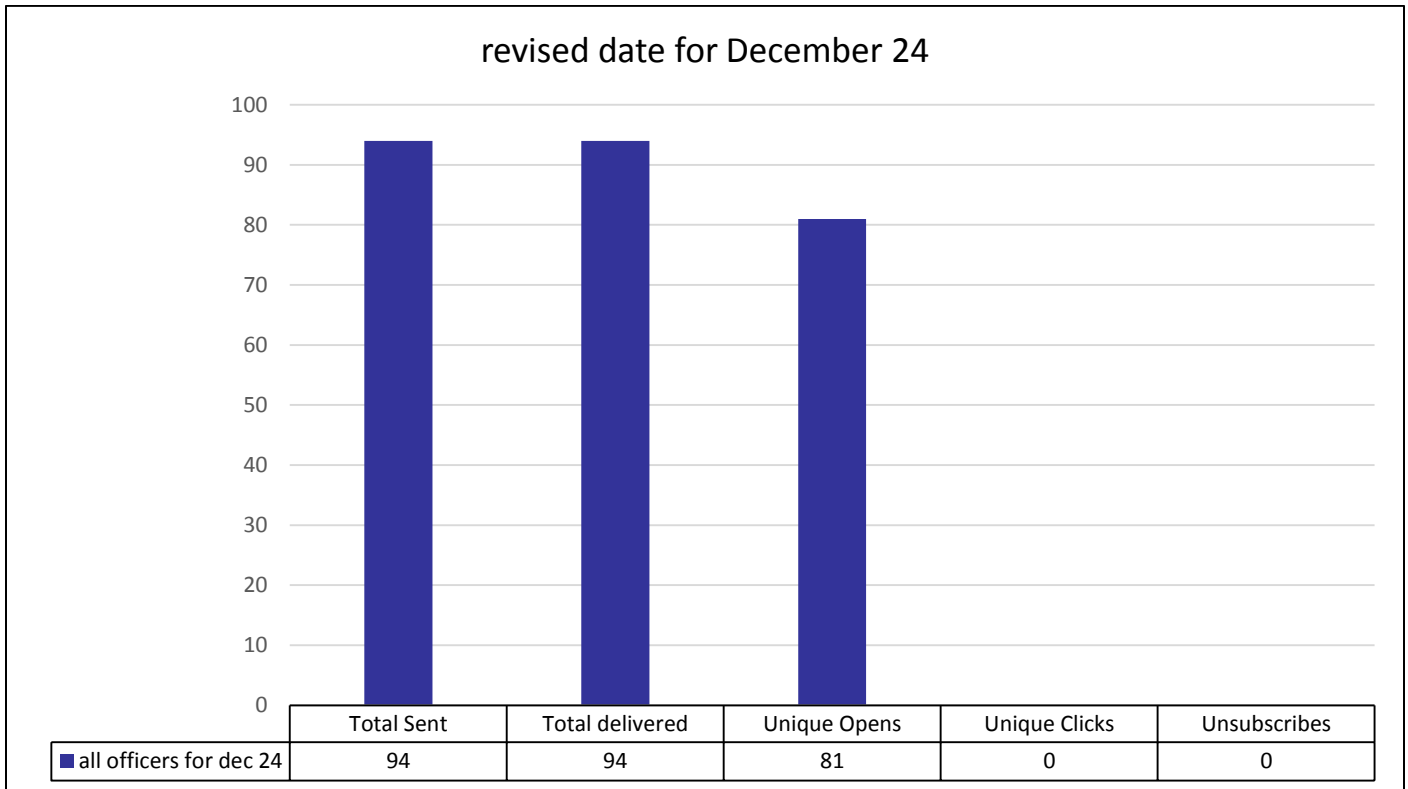
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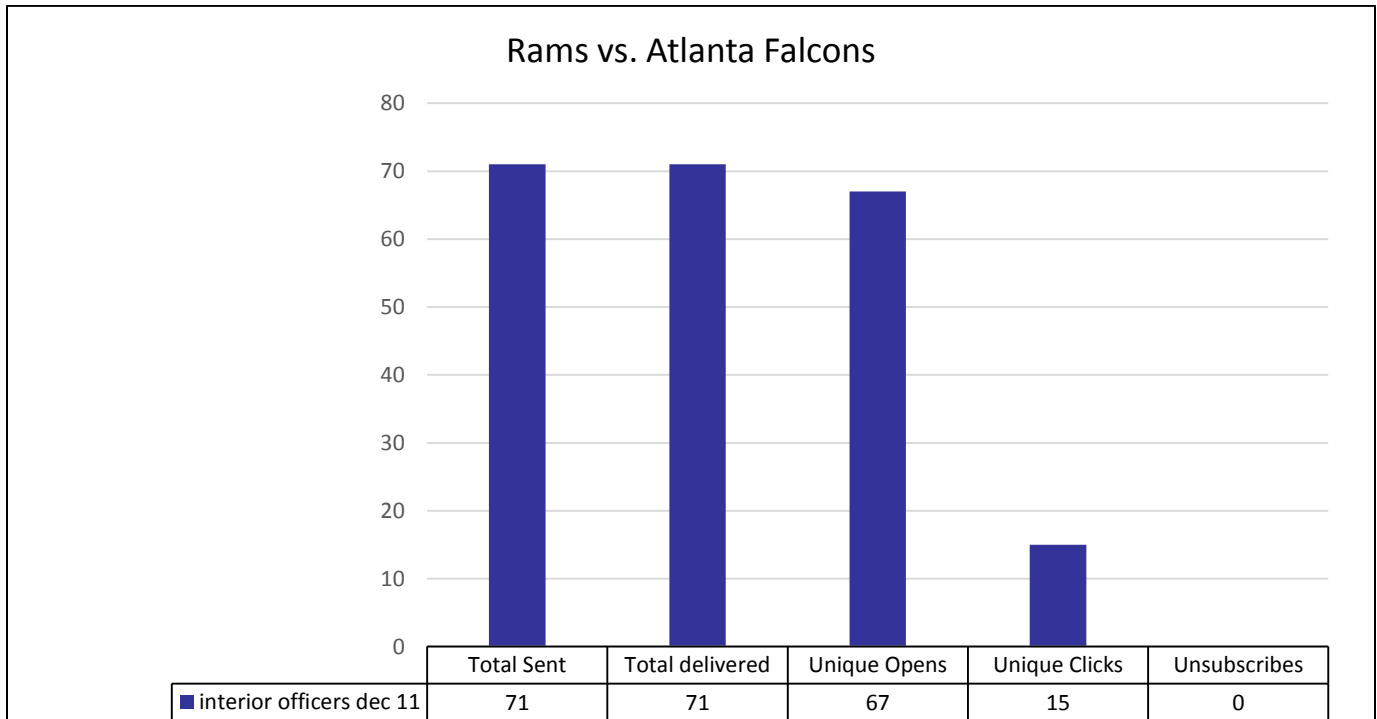
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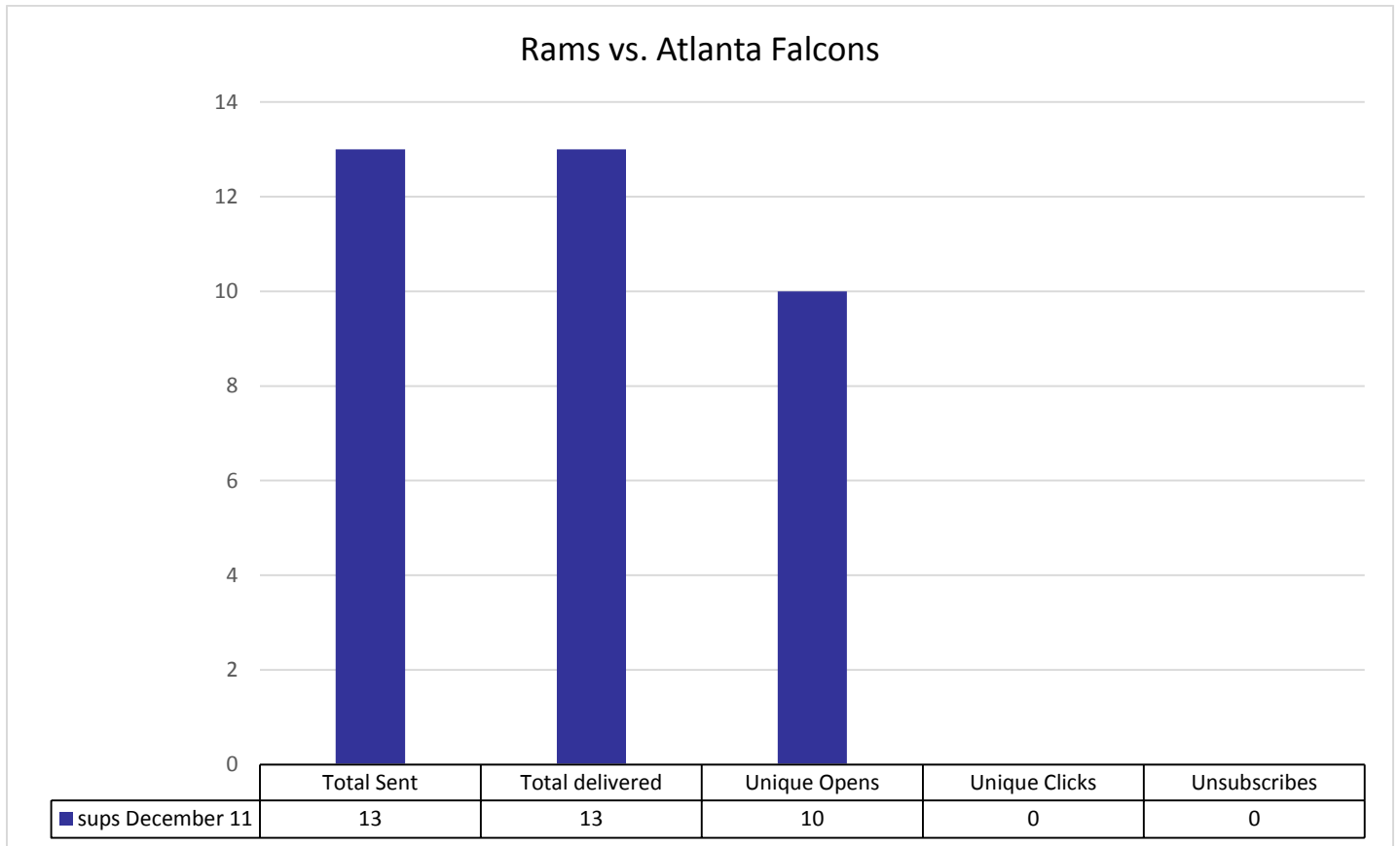
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Customer Satisfaction Report
December 2016



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THANK YOU!!

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