



# **AS IT MONTHLY REPORTS**

**For December 2019**

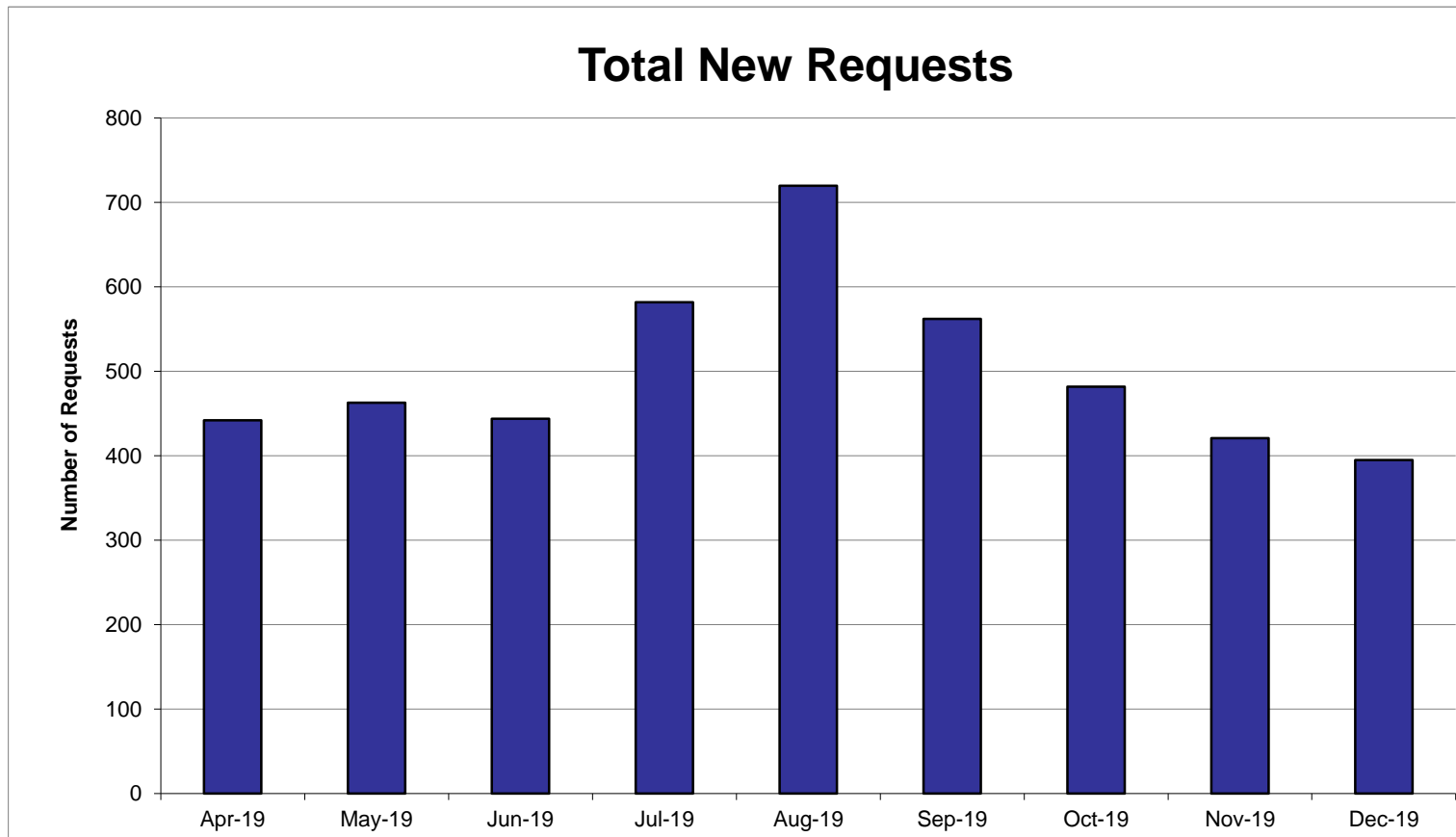


# Agenda

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

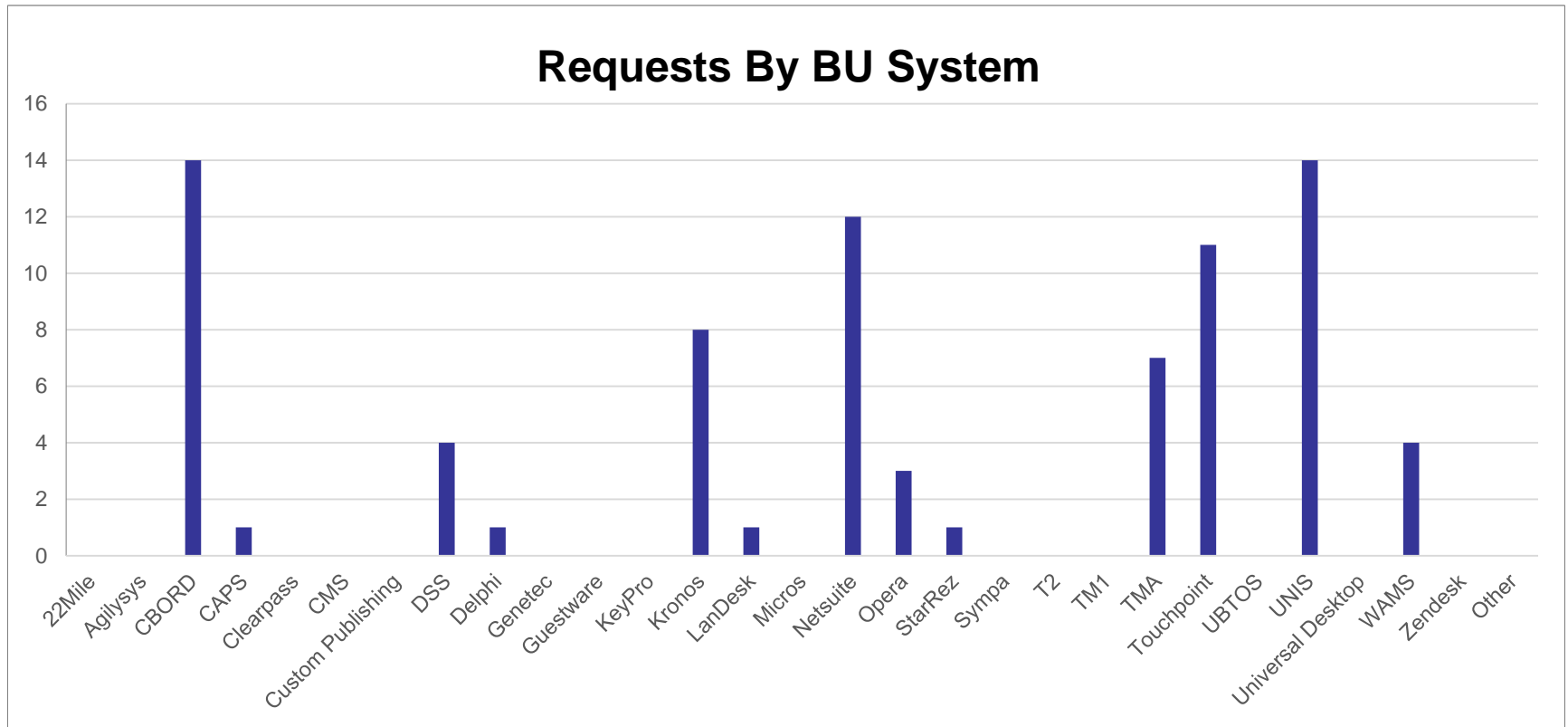


## Service Desk Reports December 2019



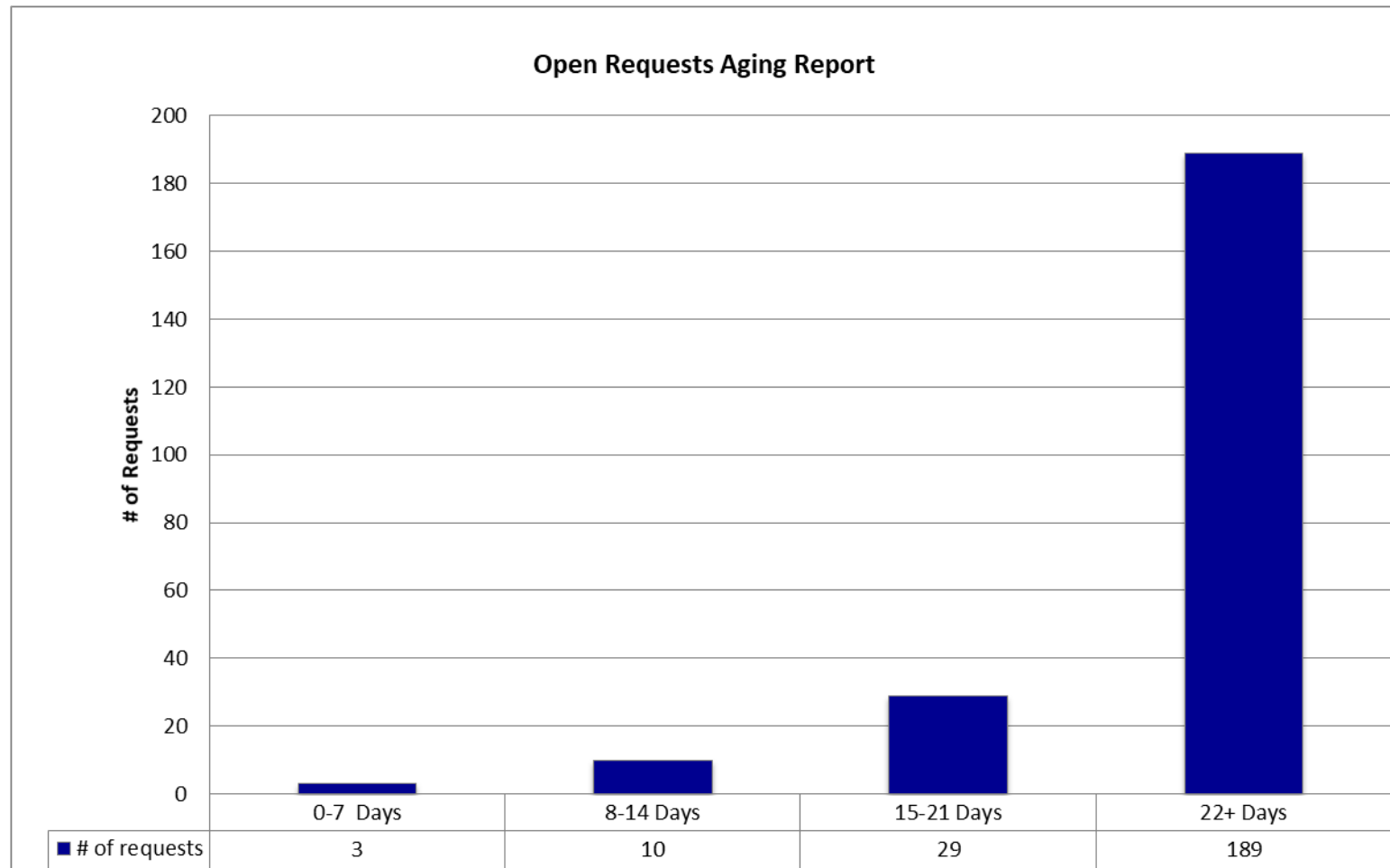


## Service Desk Reports December 2019



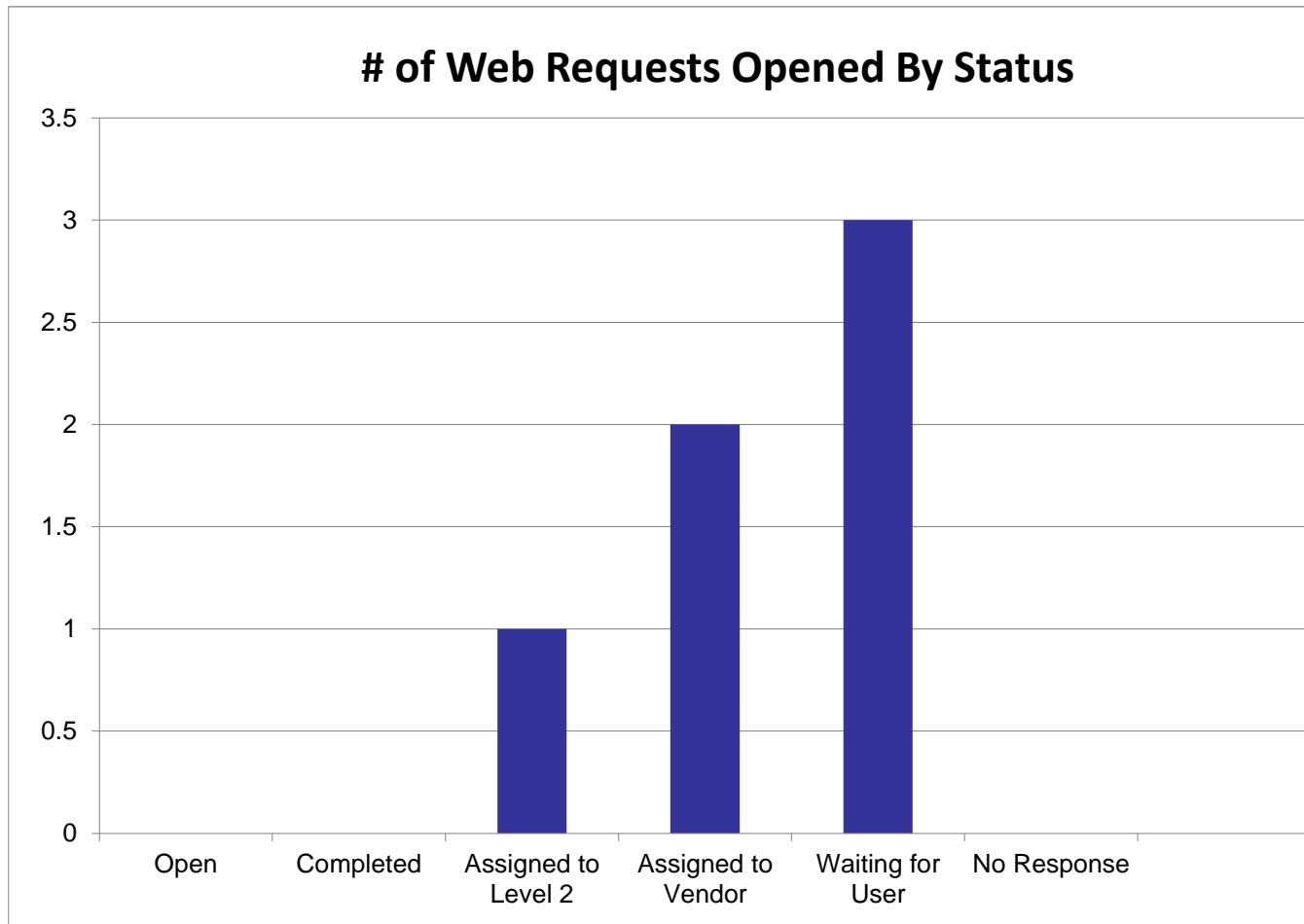


## Service Desk Reports December 2019



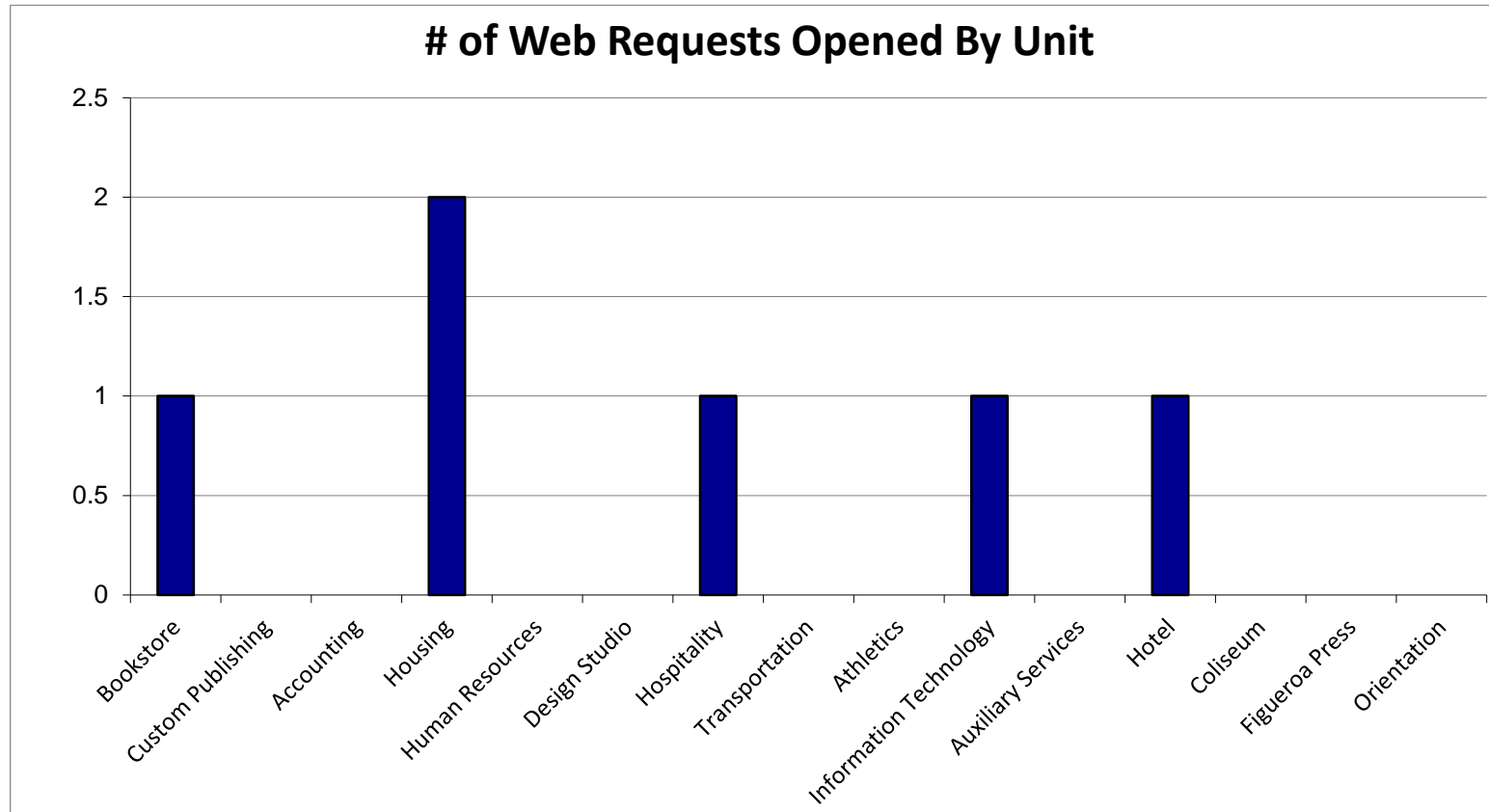


## Service Desk Reports December 2019



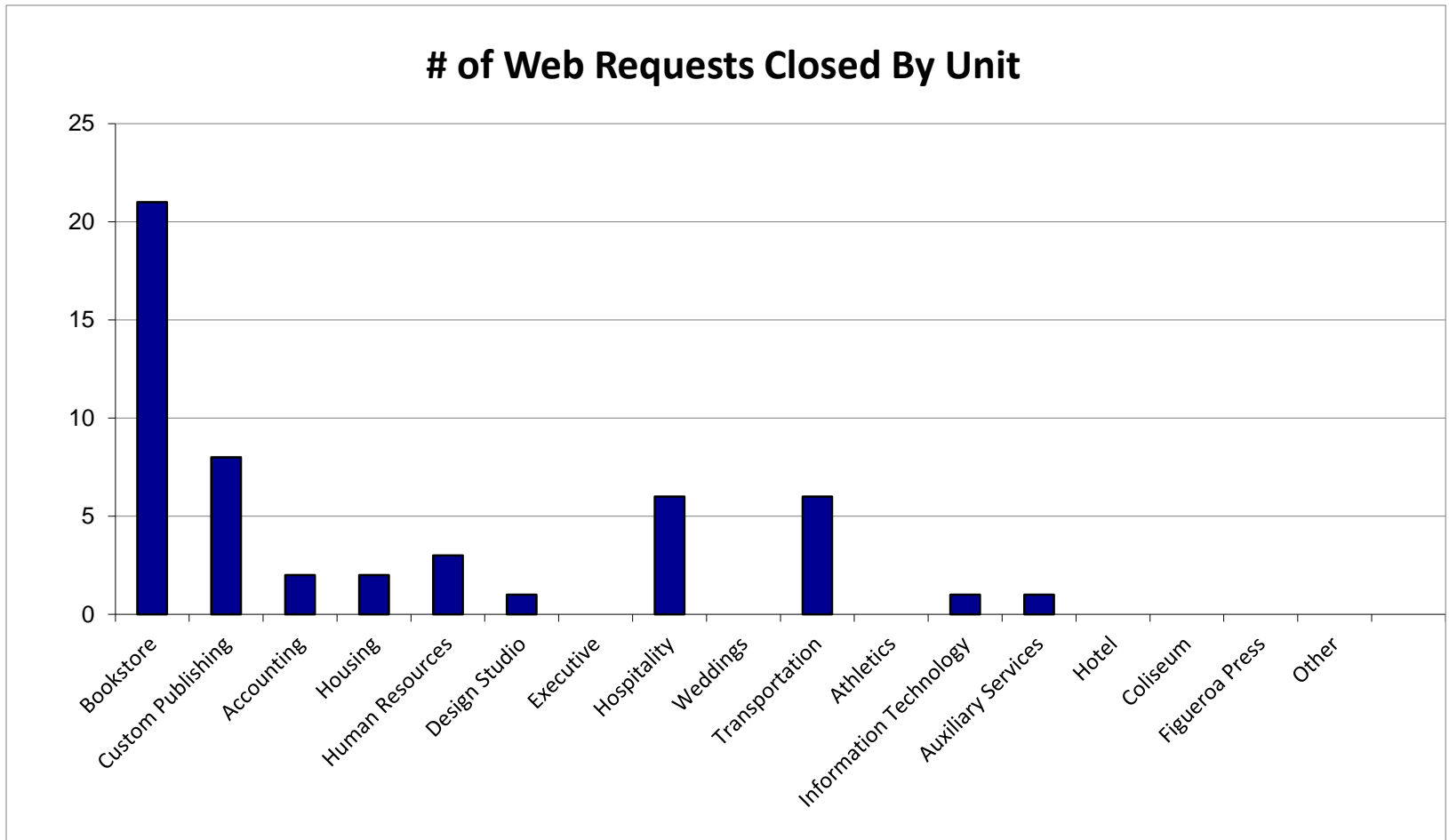


## Service Desk Reports December 2019





## Service Desk Reports October 2019

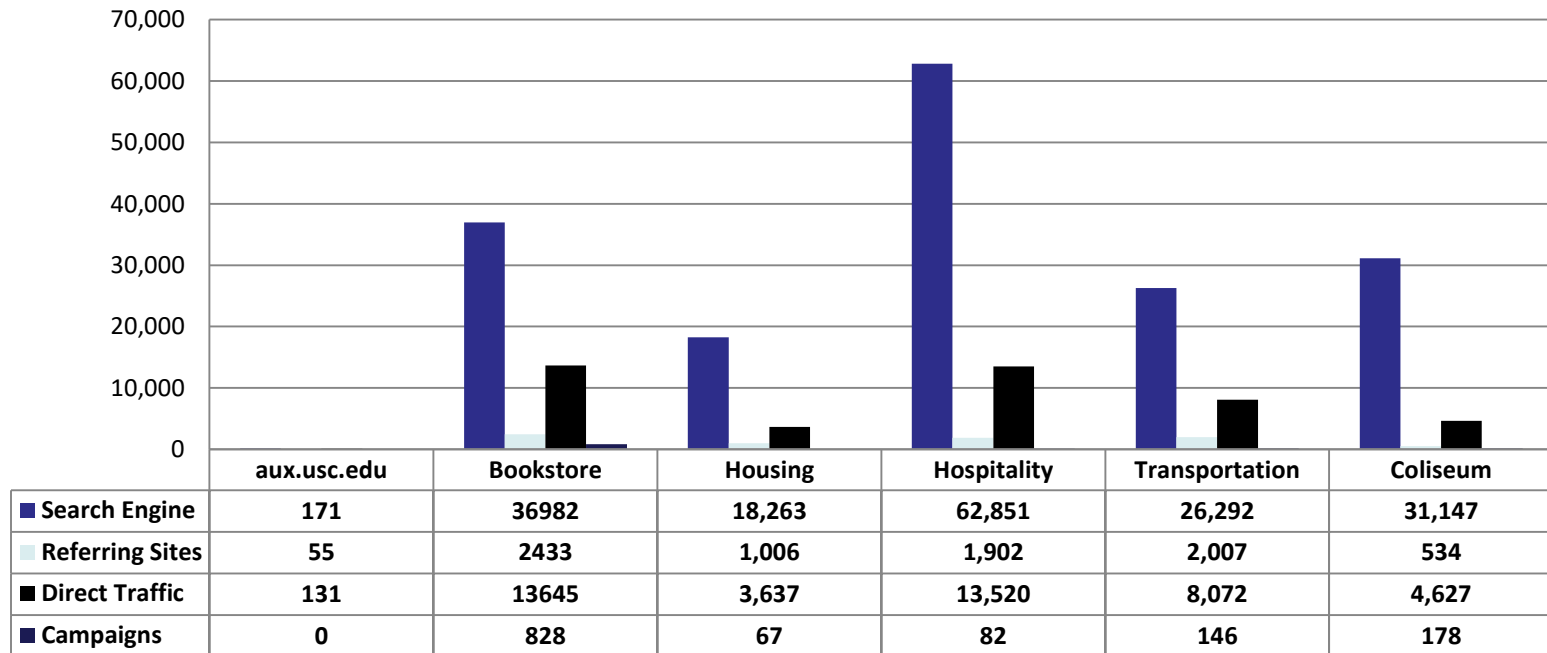






## Website Reports December 2019

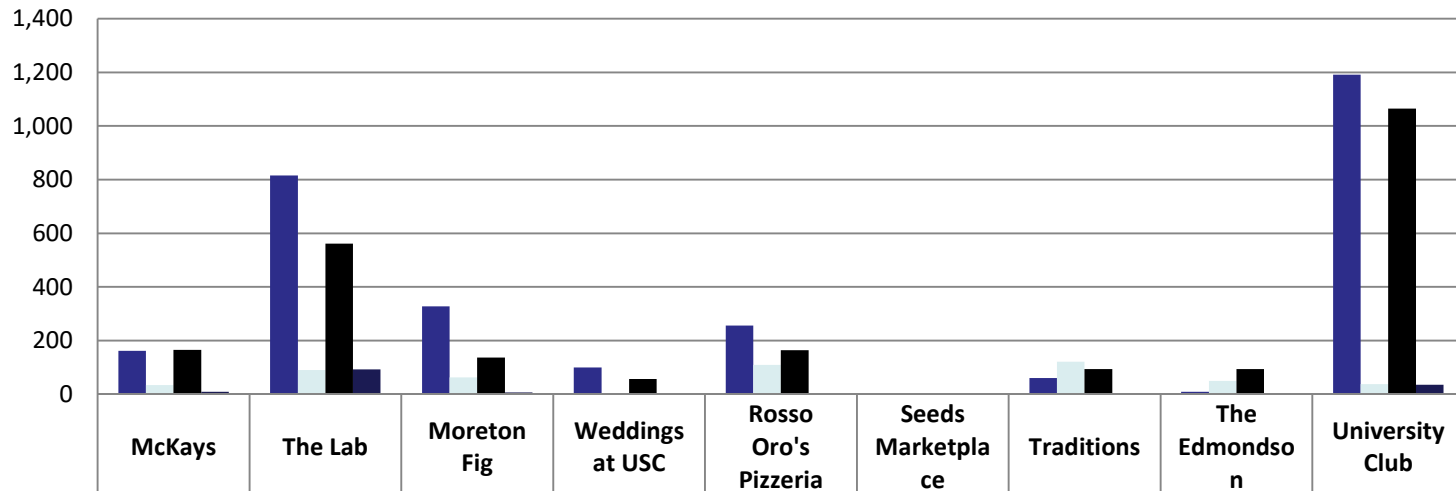
December 2019 Traffic Sources - BU Main Sites





## Website Reports December 2019

### December 2019 Traffic Sources - HSP Micro Sites

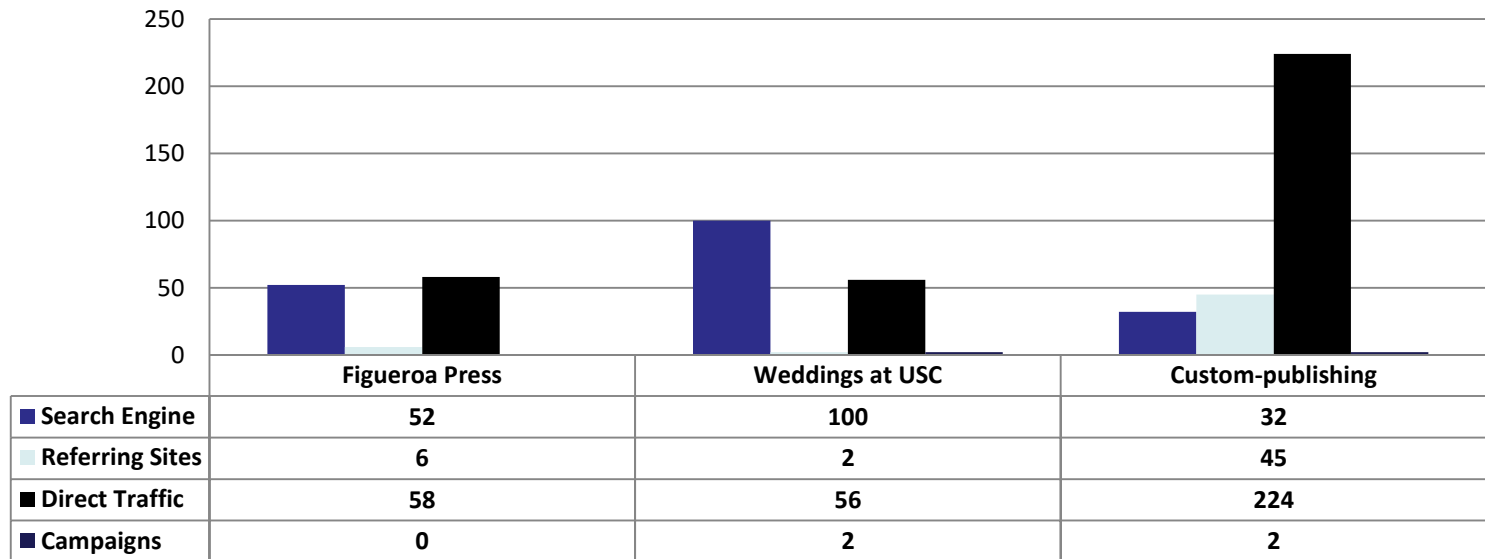


	McKays	The Lab	Moreton Fig	Weddings at USC	Rosso Oro's Pizzeria	Seeds Marketplace	Traditions	The Edmondson	University Club
Search Engine	162	816	328	100	256	0	60	9	1,191
Referring Sites	34	90	63	2	109	0	121	49	38
Direct Traffic	165	561	136	56	164	0	93	93	1,065
Campaigns	9	92	7	2	1	0	4	4	35



## Website Reports December 2019

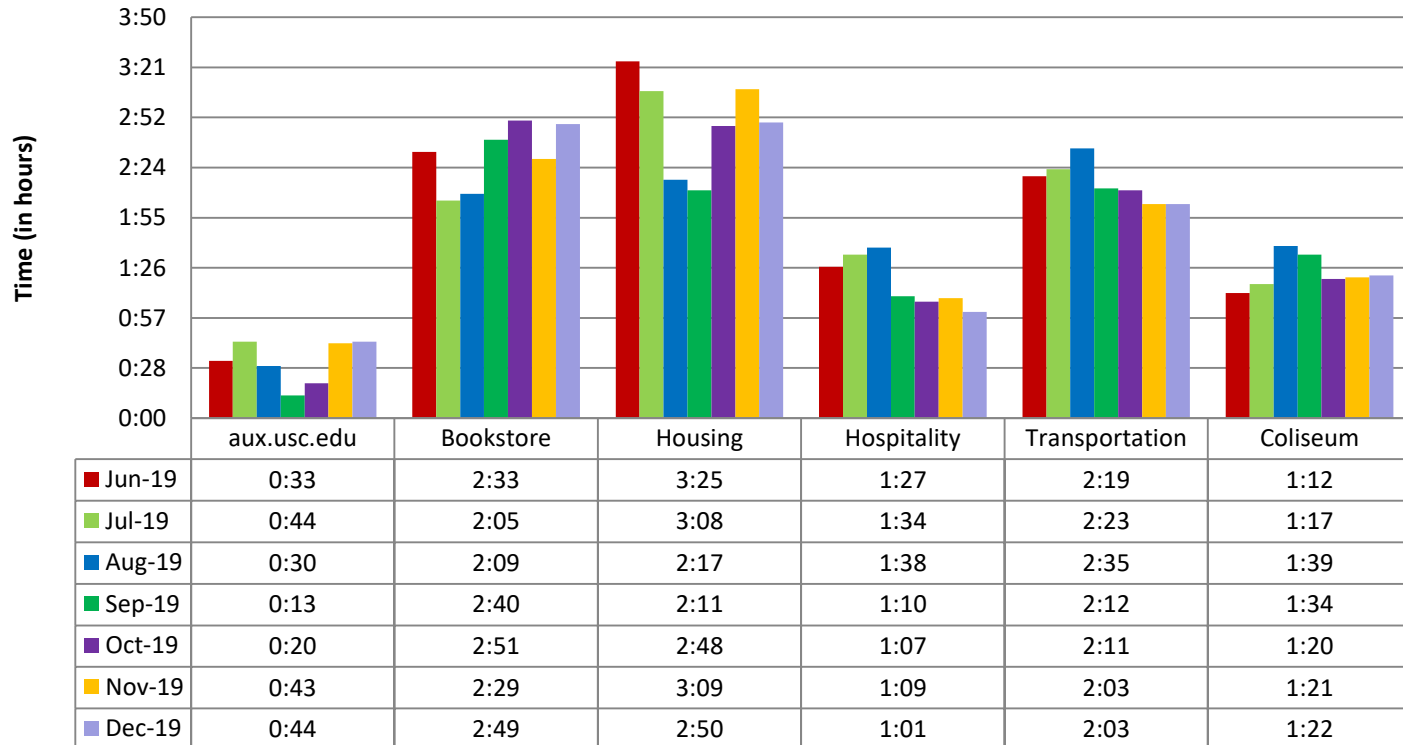
### December 2019 Traffic Sources - Other Sites





## Website Reports December 2019

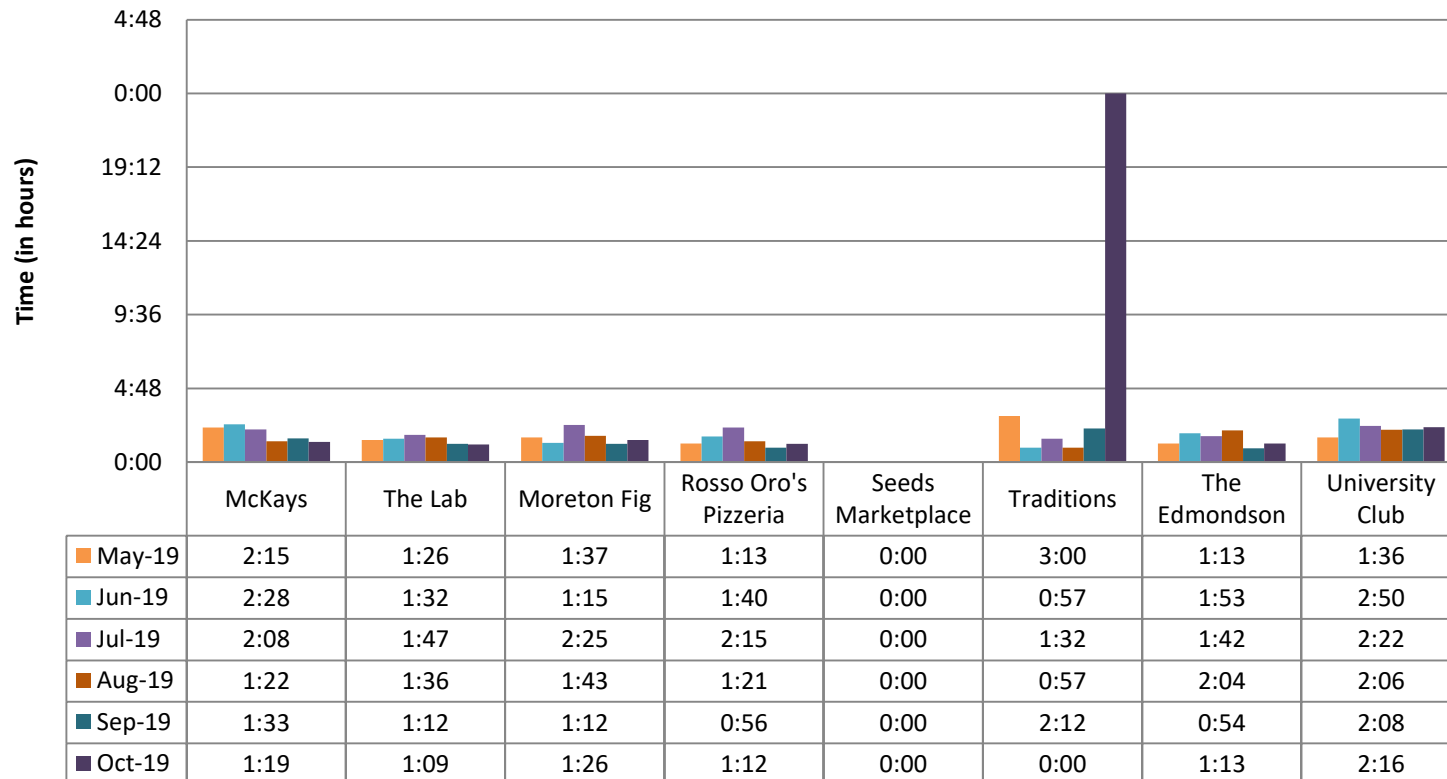
Average Time Spent on Website - BU Main Sites





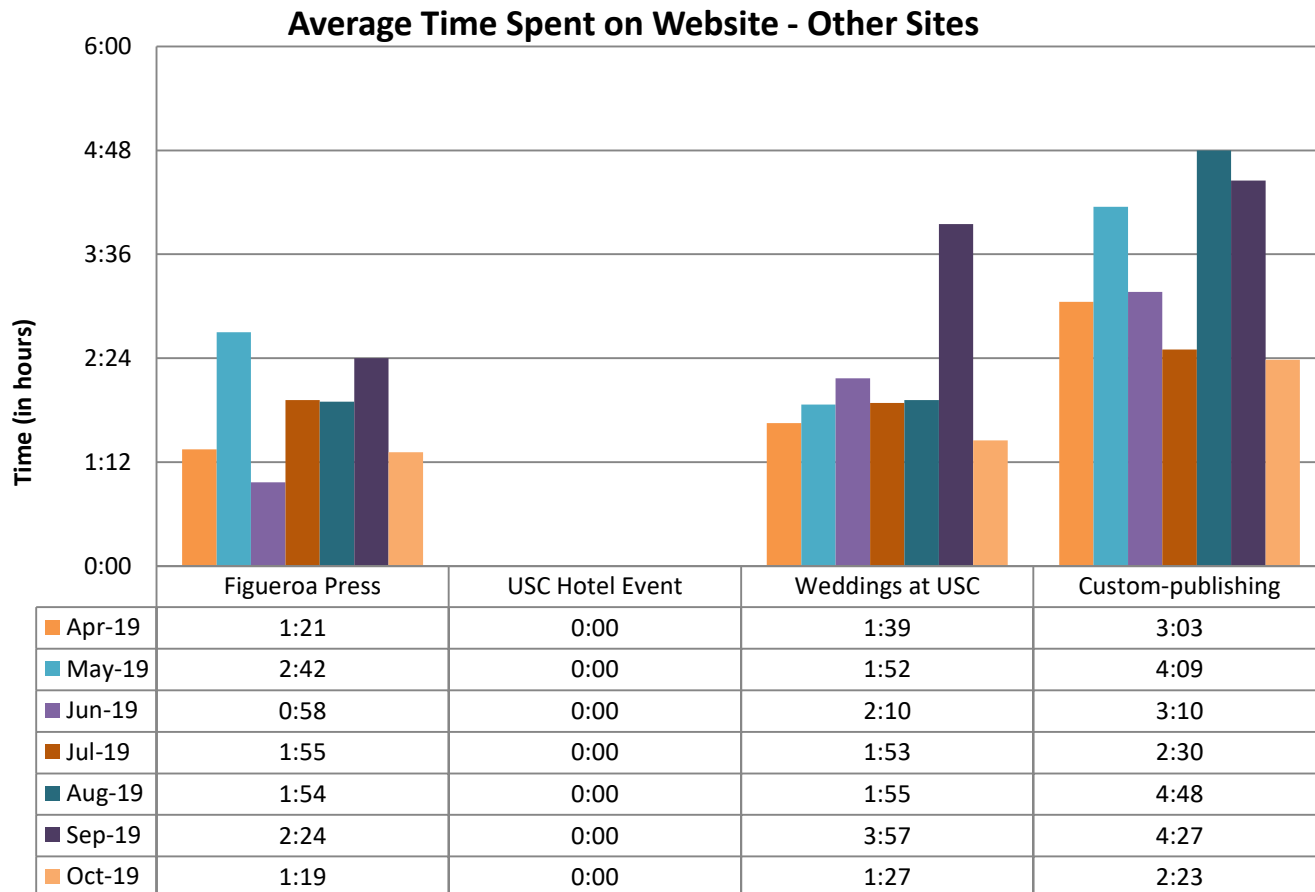
## Website Reports October 2019

Average Time Spent on Website - HSP Micro Sites



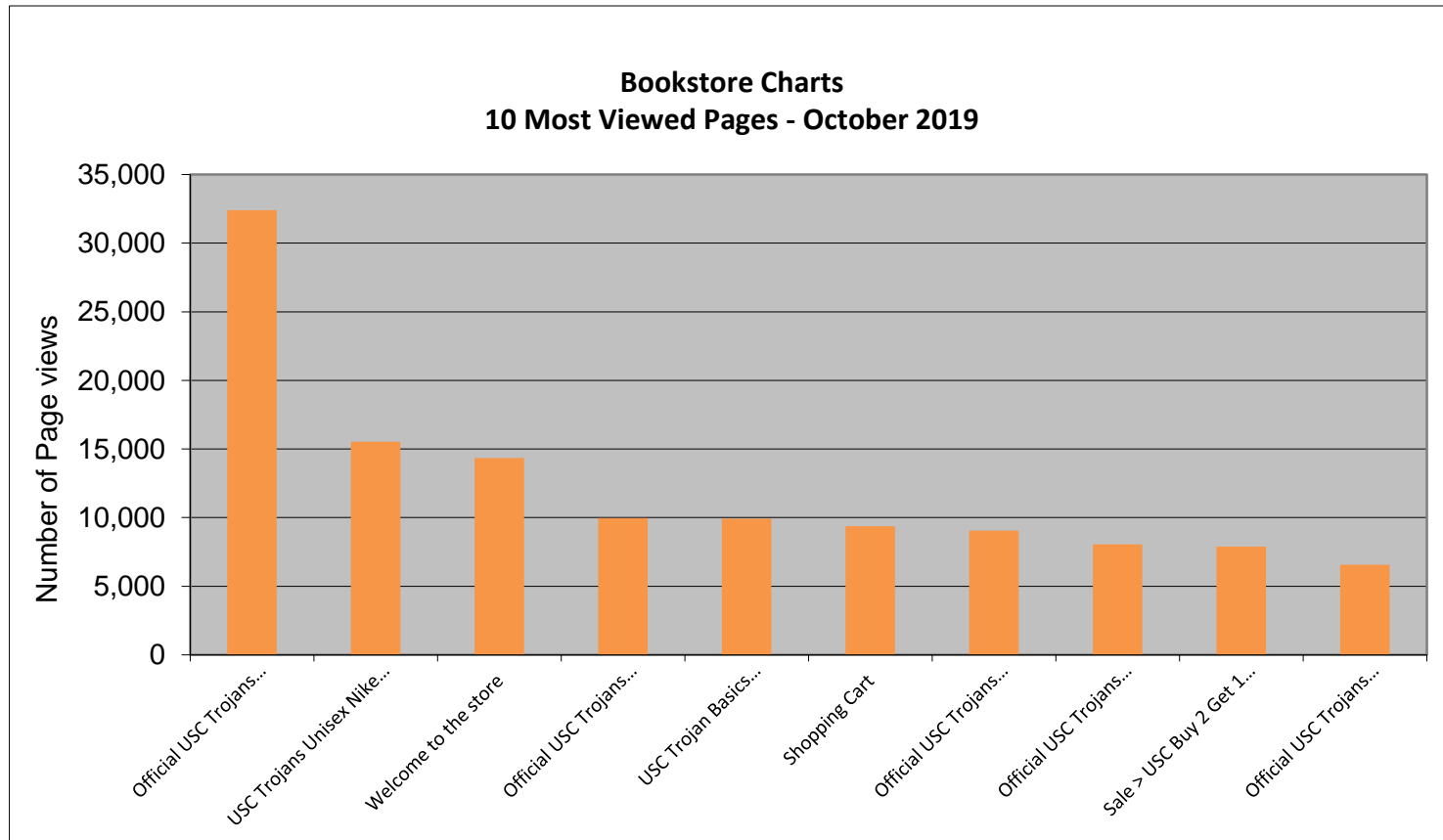


## Website Reports October 2019





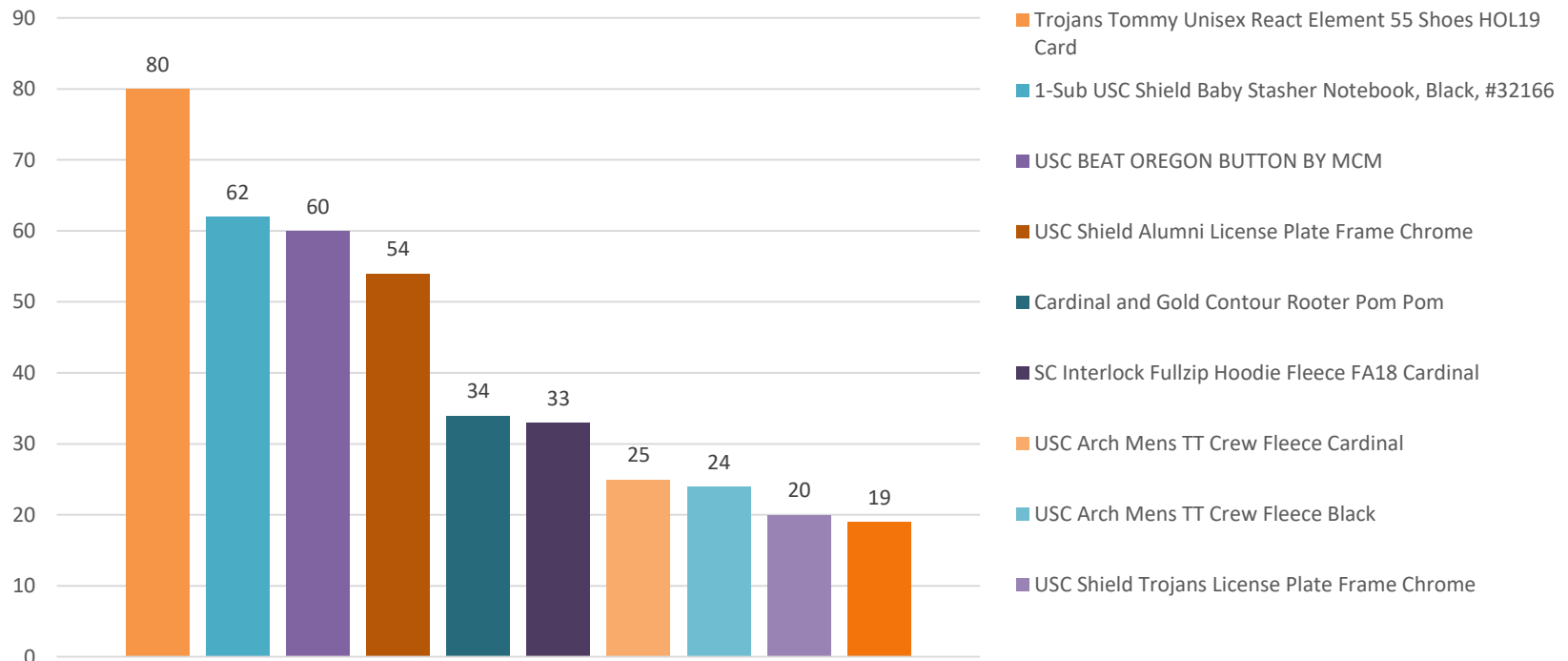
## Website Reports October 2019





## Website Reports October 2019

Bookstore Charts  
10 Most Purchased Products -October 2019

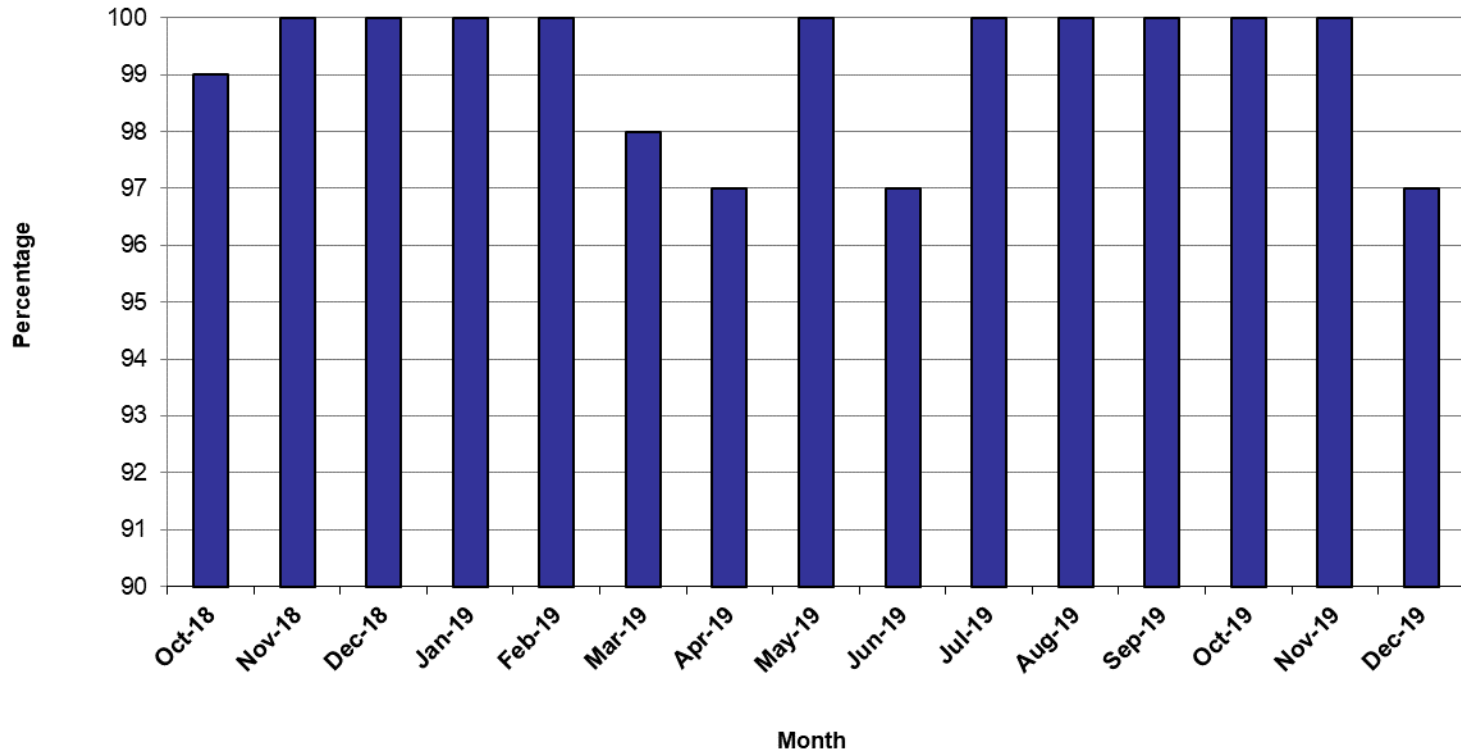






# Customer Satisfaction Report October 2019

Customer Satisfaction





**Thank You !!**